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SUMMARY OF RAPID TRANSIT
PUBLIC PARTICIPATION PROGRAM

HAMILTON-WENTWORTH RAPID TRANSIT PROJECT

Prepared For:	The Regional Municipality of Hamilton-Wentworth and Metro Canada Limited
By:	Beak Consultants Limited

URBAN DOCUMENTATION CENTRE
RESEARCH UNIT FOR URBAN STUDIES
McMASTER UNIVERSITY,
HAMILTON, ONTARIO

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SECTION 1.0

INTRODUCTION and SUMMARY

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1.0 Introduction and Summary

The mandate for the public participation consultant included the following:

- to summarize the public issues relevant to the I.C.T.S. Rapid Transit study and selected route,
- to help with the organization and reporting of activities of the Community Advisory Committee on Rapid Transit (C.A.C.R.T.),
- to provide a summary and objective evaluation of past public participation programs,
- to act as an objective intermediary between the C.A.C.R.T. and the Regional study team, and
- to provide recommendations for future public participation activities.

Although the public participation program has been in process since October, 1980, the authors of this report have only been involved since August 20, 1981. Consequently the advice and resources of C.A.C.R.T., the Region, and Metro Canada have been heavily relied on to ensure no aspects have been missed. Their help is greatfully acknowleged. However, the time framework, volume of materials, and complexity of the issues have resulted in some of the tasks being completed with more haste than would normally be desired. Every attempt feasible has been made to present factual data in an objective manner.

The report is divided into four major sections:

a) Section 5.2 General Public Issues

This section summarizes five major public issues. In each the view of the public, as ascertained by the public participation consultant (BEAK) through reviewing past reports, news media, minutes of C.A.C.R.T. meetings, briefs, and interviews with both media and C.A.C.R.T. members is presented first. The Region is then given the opportunity to respond.

The five general issues are summarized below. A sixth issue, natural and socio-economic impacts, is treated as a specific issue in Section 3.0.

i) The need or Rationale for the Selected Route

- relation to overall Regional transportation plans
- benefits/costs to Region/City
- relation to future growth planning
- reasons for selected route.

ii) Costs

- Subsidy guarantees for initial construction, operation, and future links.
- Potential cost overruns.
- Ultimate cost/benefit to City/Region/local business, etc.
- Property values and purchase policy.

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- Value of continuation
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- Province/UTDC/MCL/Region; roles and mandates and relationships.

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- Biases and one-sided information.
- Inconsistencies and misleading statements.
- Involving more public (public apathy).

b) 5.3 Specific Issues Identified by C.A.C.R.T. Groups

Since C.A.C.R.T. includes representatives of the most active and interested public groups relevant to this study their concerns are identified separately in a similar format to Section 5.2. Representatives of each group were interviewed separately and BEAK prepared a summary of the group position which was then reviewed and in some cases revised by the group.

c) 5.4 Review of Public Participation Program

This section presents a summary of the different public participation approaches, dates and locations, and results.

- o Open houses and exit questionnaire.
- o Social Impact Survey.
- o C.A.C.R.T.
- o Newspaper questionnaire.
- o Householder mail questionnaire & bus pamphlets.
- o Brochures and information summaries.
- o Displays.
- o Information Officer.
- o Club talks.
- o Radio, T.V., and newspaper.
- o Connor analyses reports.

The report presents both a chronological listing of the various public participation activities and a summary evaluation of generic methodologies.

The conclusion is that the effort put into providing information to the public has been substantial but the effort has not been successful largely due to a public mistrust of the quality, objectivity, and factual nature of data provided. Many attempts have been made and are continuing in an effort to resolve this problem.

d) 5.5 Recommendations

Recommendations are made of a variety of alternative methods to resolve issues and problems identified in Sections 5.2, 5.3, and 5.4. A generic summary of the types of recommendations made follows:

- o A mechanism for Regional responses to major general and individual member concerns.
- o A method to involve C.A.C.R.T. in review of reports and to allow access to technical expertise during this review.
- o Workshop - summary presentations by report authors at review stage.

- Objective public information.
- A review of public information mechanisms and appropriateness to the future of this study: Social Impact Study, open houses, workshop, slide show, newsletters, school essays, news releases, talk shows, other public groups.
- Outline approvals process and different review stages as well as objectivity checks.
- Explain rationale/needs better and fit with future Regional plans.
- Explain cost subsidy system for proposed route, links, and operation.
- Recommendations re the necessity for continued public involvement throughout the approvals process and if approved construction period. Benefits to both Region and public at large.

SECTION 2.0

GENERAL PUBLIC ISSUES

2.0 Summary Discussion of General Public Issues

The following summarizes the general public issues related to the proposed I.C.T.S. Rapid Transit project as expressed through the C.A.C.R.T., in briefs, through the media, and in the Connor reports which analyzed open houses, questionnaires, and newsclippings. Individual issues which relate to the selected route or effects at specific locations on it will be discussed in section 3.0.

The major issues were categorized in five topic areas:

1) the need or rationale for the proposed I.C.T.S. route,
2) the current and long-range costs of the project,
3) the usefulness of C.A.C.R.T.,
4) the objectivity of the feasibility study and subconsultant reports, and
5) the effectiveness of the public participation program.

Each of these concerns is discussed below with reference made to specific relevant recommendations outlined in section 5 which follows.

2.1 Project Need and Rationale (Recommendation 5.6)

This concern relates primarily to the north-south corridor and the short length of the preferred route. Comments generally related to the following:

- the greater need for an east-west link,
- the value of a route from one business district to another,
- the reason for building the system now if the transportation need is not projected for 15 or 20 years,
- the relevance of the project to City's/Region's plans for transportation and future growth,
- doubts that future growth will occur in the planned patterns,
- Hamilton's benefits from being a guinea pig for the Province,
- guarantees for future links, express bus connections, integration with other transportation modes,
- whether this system is the best, most efficient way of meeting Hamilton's transport needs, and
- why the Limeridge connection was abandonned.

2.1 Project Need and Rationale: Regional Response

The Regional Municipality of Hamilton-Wentworth, and before it the City of Hamilton and the Hamilton Street Railway, have been examining the community's rapid transit needs since the late 1960's. A series of reports have been issued on the subject, and each has been the focus of public and political scrutiny and debate:

DATE ISSUED	REPORT TITLE	AGENCY RESPONSIBLE

See table, next page

Each of these reports built on the findings of its predecessors, and the overall findings were summarized and incorporated in the draft official plan in 1979. These findings were primarily:

a) Because employment in Hamilton's downtown was going to grow more quickly than employment in the bayfront industrial area, and because the density of employment locations would be much higher in the downtown, any rapid transit system constructed would have to serve the downtown area.

b) Because the area of most rapid residential growth would be on the central Mountain, because a commercial/retail/residential growth mode was planned for the central Mountain, and because transit ridership from the central Mountain to downtown was already very high, therefore the corridor joining the central Mountain to the downtown should be the first to receive rapid transit.

c) Because of the desire and policy to preserve the environmentally attractive characteristics of the Niagara Escarpment, it would not be possible to construct any substantial future increases in road capacity in the central escarpment area. Given this constraint, all available cross-escarpment road capacity would be used up by the early - to mid - 1990's, and a rapid transit system would be required to be in service at that time in order to serve the transportation demand in the corridor that could not be served by roads.

These findings were accepted as Regional policy by Regional Council when it approved and adopted the Official Plan in 1980.

DATE ISSUED	REPORT TITLE	AGENCY RESPONSIBLE
1973	Hamilton Transportation Strategy Study	City of Hamilton
1976	A Study of Existing Rights-of-Way for Intermediate Capacity Transit Application in Canadian Cities - Hamilton	Transportation Development Agency
1976	The Recommended Priority Corridor Within the Basic Trunk Network	City of Hamilton Hamilton Transit Commission Region of Hamilton-Wentworth
1979	Draft Official Plan	Region of Hamilton-Wentworth

This Official Plan and its statement of Regional policy were the starting point for the current rapid transit study. As the first step in the study, Regional staff presented the above findings to Council in the spring of 1980, and asked Council to re-confirm the policy and approve the North-South central Mountain corridor for the study of Hamilton's first rapid transit link. Council publically confirmed this in May 1980, and the information and rationale have been presented at every Open House (October 1980, January, March, May, June, 1981) associated with the study and in several of the study reports (eg. Rapid Transit Rationale; Summary of Findings) which became publically available as early as spring, 1981.

The above represents the transportation (future road congestion) rationale and the location (north-south Mountain) rationale for considering the proposed project. There are also economic, developmental and demonstration reasons for considering the project, and in particular for considering it in the early 1980's as a pre-build rather than in the late 1980's when a go-ahead for construction will have become a transportation necessity.

Economically, the project represents an opportunity. Because of the attractive funding offer made by the Province of Ontario, the municipality has the opportunity to implement a project which could create a substantial influx of capital into the community, with its attendant job creation and economic multiplier effects at a time of economic slow-down. It also provides an opportunity to offer residents an increased range of transportation choice at a time of spiralling costs of automobile ownership and operation, resulting particularly from substantial increases in cost of gasoline.

From a development point-of-view, early construction of a rapid transit system can offer two benefits. The first is the ability to influence the pattern of development that would occur with or without the rapid transit system. This is especially important in the downtown where

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both the City and the Region agree that growth should be encouraged to the east of James Street. The second benefit is the attraction of new development to the community in response to the improved mobility along the transit route. This is of interest to the Region as it has intensified its efforts (eg. the creation of the Economic Development Department) in recent years to market itself in competition with other municipalities. These two potential benefits together form the development rationale for considering the project.

The demonstration of the transit technology is also part of the total rationale for the project. While a provincial interest several years ago in demonstrating the I.C.T.S. in an urban application may have been partly responsible for the funding offer made to the Region in 1978, that interest appears to have become less urgent as other cities (eg. Vancouver, Scarborough, Detroit, Los Angeles) have accepted the system and some have contracted for its construction. Notwithstanding these more recent events, the provincial offer has stood until the completion of this current study, and the Region has the protection of knowing that it will not be the first city to use this system - while it considers whether some of the demonstration aspects of the proposed system could be of significant benefit to the Region. Notable among these is the use of steel as the primary guideway structural member.

Each of the above three rationales for considering the proposed project represent reasons for considering the project at this time, some six to eight years prior to its need for purely transportation reasons. These represent the pre-build rationales, and they have also been presented at all of the project Open Houses and discussed in several of the project reports.

- Questions of the integration of the rapid transit system with the rest of the transportation system and of the efficiency of the I.C.T.S. under study relative to the Region's needs and other ways of meeting the needs are the subjects of various reports that the Regional staff have instructed the consultants to prepare. The information in these reports has been made available as it has been prepared. For example, drawings and maps showing local and inter-city bus integration were publically available at the June and July 1981 Open Houses, and the alternative transportation modes to be studied were provided to the C.A.C.R.T soon after they were confirmed by the Region's Technical Committee.

2.2 Costs (Recommendation 5.7)

There is considerable misunderstanding of the proposed cost sharing agreement Comments related to:

- o guarantees of 90% federal/provincial subsidy - especially if the federal government decides to not be involved,
- o guarantee of subsidies for operating losses,
- o guarantee for financing of future links, connecting express systems, etc. (ie. will it go beyond the up-the-mountain demonstration stage),
- o guarantee for subsidization of cost overruns,
- o ultimate cost/benefit to Region,
- o Effects on property values and whether Region will offer market or replacement value for people who wish to move, and
- o Effects on downtown stores

2.2 Costs: Regional Response

The normal provincial subsidy available to every Ontario municipality for the purchase of all approved and justified transit equipment is 75. Thus, the senior government would pay 75% of the capital cost while the municipality would pay 25%. In September, 1978 the province made an offer for the special funding assistance for the construction of an ICTS in an interested Ontario municipality. This offer was contingent on the municipality assuming 10% of the capital cost and on federal participation with the province in sharing the remaining 90%.

Hamilton-Wentworth advised the province it was interested in considering the offer, Regional Council and the Hamilton Street Railway passed resolutions to that effect. In January of 1980, when the federal government had still not formally responded to the provincial offer, the Region asked and the province agreed to fund totally the $3,500,000 cost of the current study. The context in which this study is being undertaken is that 90% of the capital cost would be funded by the two senior governments: the Region would be responsible for only 10% of the cost.

This offer, and Ontario's continuing committment to it and the federal government's continuing indecision, has received extensive media coverage from 1978 to the present time, and has been noted in almost every public advertisement, brochure, and announcement associated with the project in the past year, and has been described on panels at every Open House. It is noted in the public contracts setting out this study and is used in the study's economic calculations. If the Region decides to proceed with construction of the system, this funding offer will be the basis of municipal/provincial/federal cost-sharing negotiations, as it has already been discussed and publically reported at meetings of the three groups.

There has been no change in the status of this offer during the course of this study: the offer and its status has been described to the public at every opportunity.

Several subsidies areas are also available to cover operating losses and these have been described to C.A.C.R.T., to the public and to Regional Council. All transit services in Ontario are eligible for operating subsidies based on their population and fare box revenues. These subsidies would apply to the operation of the ICTS. In addition, special subsidies are available to municipalities that implement rail rapid transit systems in advance of transportation need, provided that they are doing so to accomplish other policy objectives (eg. development), and provided that they take reasonable steps to encourage use of the rapid transit. The purpose of these subsidies is to reduce the municipal losses incurred by the rapid transit system that are over and above those that would have been incurred to carry the transit passengers by bus, to zero. The system proposed for the Region is eligible for these subsidies, and the consultants have been instructed to prepare their designs to ensure this eligibility.

The province has on two occasions, verbally and in writing, advised that these subsidies would apply to this municipality, and the media has carried the story both times. In addition, this information has been available on panels at the July Open Houses, in study reports, and in recent project literature, including the August 1981 fact sheet. In addition, C.A.C.R.T. members were advised in mid-summer that a Region - Province committee had been established to discuss the details of the operating subsidies, and were informed of the membership of that committee.

The public has also been advised via the Open Houses, study reports, television shows and reports to Regional Council that the economic effects of the implementation of this system were under study in the economic impact assessment study. Particular note was made in May 1981 of the fact that a policy of guaranteed market-value purchase of residential properties along the route, at owner option, was under study.

2.3 Usefulness of C.A.C.R.T. (Recommendations 5.1 and 5.2)

There is a feeling by most C.A.C.R.T. members that the committee is ineffective and essentially a window-dressing. Even the pro-project or neutral members feel frustrated and expressed feelings against the way in which the committee functioned. The following comments illustrate these sentiments:

- complaints about the time spent at C.A.C.R.T. meetings or explanations of why members have quit attending committee meetings,
- feelings that recommendations and questions are often ignored,
- feelings that answers given are often over-simplistic and misleading,
- the desire to have some involvement in report review and decision-making process prior to the general public, and
- a general expression of distrust.

Several important points should be made about C.A.C.R.T. First, if this project goes to EA public hearings, it is essential that the Region demonstrate constructive public involvement. If C.A.C.R.T. complains that they were misused, the Region's credibility could be destroyed. Now that C.A.C.R.T. exists it must be used constructively. Second, C.A.C.R.T. appears well balanced. The problem is that those who appear for the project or neutral become, in several cases, disenchanted with the public participation process and consequently, strongly critical of both Metro Canada and the Region. One might say that the process has alienated some members rather than balancing pros and cons in a constructive manner , which was the "rationale" proposed by Connor. Third, in a setting of general apathy, the C.A.C.R.T. represents the majority of the interested public. Every effort should be made to involve them usefully and respond to their concerns. The fourth point is that by knowing the concerns of the public relevant to the project, the Region can be prepared to respond to them at public hearings as well as integrate solutions to them, where feasible, into detailed design.

2.3 Usefulness of C.A.C.R.T.: Regional Response

C.A.C.R.T. was established by Metro Canada as an advisory committee, rather than a decision-making body (a function reserved for Regional Council), representing a cross-section of community interests in the Region. C.A.C.R.T.'s advice was sought by Metro Canada in order to improve the designs being produced to make them more responsive to community concerns and to provide a sounding board for public input on issues surrounding the transit proposal. The Region insisted, however, that C.A.C.R.T. as a public group, was subject to the normal procedures regarding information flow as they applied to every other group: study information was first to become public at Council Committee (the I.C.T.S. Steering Committee) before public distribution.

The Region had hoped to participate with C.A.C.R.T. at its meetings, but was barred by C.A.C.R.T. from doing so. C.A.C.R.T. also decided at the outset to restrict the distribution of its minutes and, specifically, not to send them to the Steering Committee . Communications between the Region and C.A.C.R.T. were thus made difficult in the early months of C.A.C.R.T.'s existence. The problem was further compounded when C.A.C.R.T. insisted through its Chairman that Metro Canada function as a meeting resource rather than as a meeting participant, and that its agendas be developed internally. In practical terms, it appears that C.A.C.R.T. was initially more concerned with matters of procedure rather than substance, and was under the rather close control of its Chairman, and later its Co-Chairman, during its early meetings.

After the resignation of Connor Development Services as the public participation consultant in May 1981, the process opened up considerably. C.A.C.R.T. reversed its earlier decisions and invited the Region to its meetings, first staff and then later political representatives, and insisted that its minutes be distributed to the I.C.T.S. Steering Committee. C.A.C.R.T. invited the media to its last three meetings although they only came to the first of the three. The result of these changes was that the transfer of information was facilitated, and C.A.C.R.T. became an advisory body to both Metro Canada and the Region.

C.A.C.R.T. meetings continued to be preoccupied by procedural items, however, and the Committee was able to give very little advice with respect to questions confronting the study. On only one occasion - a recommendation that the Region seek 90% funding for the I.C.T.S. line all the way to Limeridge Mall - was the committee able to reach a concensus on a transit issue under discussion.. Often, matters were deferred from meeting to meeting or referred to sub-committees rather than being dealt with. On other occasions, members felt constrained either by their organization's mandate or by their legal advisors to refrain from making specific statements about issues. The result was that often the Region (and Metro Canada) had to act without benefit of the clear C.A.C.R.T. input it had hoped to have.

On occasion, also, the Region had to weigh C.A.C.R.T.'s inputs with other factors, and take actions which were not exactly in parallel with C.A.C.R.T.'s wishes. An example would be the hiring by the Region of both of the two replacement public participation consultants shortlisted by the C.A.C.R.T. consultant review subcommittee, rather than just the one eventually recommended. This does not represent a recommendation ignored, but rather an occassion where the Region had to take a broader perspective than exercized by C.A.C.R.T.

In balance, Metro Canada or the Region or both acted on virtually every C.A.C.R.T. recommendation that called for or suggested some action, and provided all information requested that could be made publically available. C.A.C.R.T. questions were answered openly and accurately, and when answers were not available C.A.C.R.T. was advised why there were not and when they would become available. It is apparent that many of the concerns over lack of information stemmed from a lack of understanding by C.A.C.R.T. members of the study process and of the fact that new information was constantly being developed, reviewed, and made available as the study progressed.

It is the Region's view that much of the distrust and suspicion that developed occurred as a result of the charges made in the media by Connor Development Services when that firm resigned as the public participation sub-consultant. Although subsequent investigation by the Region, Metro Canada and by Mr. A.T.C. McNab have shown the charges to be unfounded and much of the information distributed at that time to be erroneous, the impact of the Connor charges of the public was to create misunderstanding and distrust. While C.A.C.R.T. itself did not specifically echo any of the charges, it is clear that they reflected, and in some cases encouraged through the media, these feelings of distrust. This further hampered the Region's and Metro Canada's attempts to seek concensus advise from C.A.C.R.T.

2.4 Objectivity (Recommendations 5.3, 5.4, 5.5)

The objectivity of the feasibility and environmental assessment study process was disputed by almost all C.A.C.R.T. members. First, there is a misunderstanding of the purpose of a feasibility study. Much of the public sees this as the final detailed stage and thus do not understand why all questions cannot be promptly and precisely answered nor why some answers can change as the study progresses. The provincial environmental assessment includes many safeguards designed to ensure objectivity. This was questionned by some but not understood by most. The relationship of the Provincial Government to MCL and UTDC to the study was criticized and many feel the Region is merely a further extension to this relationship. In general, many groups expressed feeling that this is a "pet project" of the Premier and that the Region is being politically forced to approve it. The Region is not seen as a separate entity and its role in the study is largely misunderstood.

2.4 Objectivity: Regional Response

The roles of the various governments, committees, agencies, and companies involved in the study has been described on panels graphically and textually at every Open House and in several of the study brochures and reports. The key element in all of the various relationships that exist is that the decision as to whether to proceed with construction of the rapid transit system lies totally with the Regional Council. The involved public is aware of this.

During the course of the study, both municipal and provincial political figures have spoken concerning the Region's decision authority. Many Council members, whether supportive, uncommitted or opposed to the rapid transit proposal have publically assured their constituents that they and they alone would make the decision. These statements have been widely covered in both print and electronic media. In addition, Premier Davis of Ontario, in a speech in the Region and in a letter to the Regional Chairman, stated categorically that the province understood and respected the right of Regional Council to make the decision and had no interest or intention in influencing the decision. It is apparent, however, that many people do not accept these statements.

The other question relating to objectivity relates to the fact that Metro Canada, the prime consultant on the study, is a subsidiary of the Urban Transportation Development Corporation, the developer of the I.C.T.S., which is in turn owned by the Province. In as much as the funding offer for the project and the study is tied directly to consideration of the I.C.T.S. and in as much as the Region's interest in I.C.T.S. stems from the fact that it appears to be capable of meeting the Region's transit needs and given the fact that Metro Canada would have to be very heavily involved in any study of I.C.T.S., the Region believes the hiring of Metro Canada to manage the study was the correct and most efficient approach. This decision was made by Council in the spring of 1980, and the contractual terms approved by Council in the summer of 1980.

The Region is safeguarded against any posssibility of the study being affected by a conflict between its objectives and Metro Canada's objectives in three ways. Firstly, much of the study not relating specifically to the technology (eg. demand estimation; soils testing) was done by independent consulting companies. Sixteen such firms were hired by Metro Canada to work on the study. Secondly, all work prepared by either Metro Canada and its subconsultants is reviewed by Regional staff through the Technical Committee. Thirdly, the entire study and project is subject to review and approval under the Environmental Assessment Act.

2.5 Public Information (Recommendations 5.3, 5.4)

In general, the study process is perceived to be a public relations exercise. Several points were mentioned repeatedly by public groups and the media:

- All information is one-sided, only emphasizing the good points,
- Misleading or incorrect statements, although often minor add up to a significant degree, and
- public involvement has been limited.

Beak feels there are several groups which have had within their mandate the responsibility of providing the public with objective information relevant to this study. Although this is discussed in some detail in section 4.2, some comments on how each of these groups has met this responsibility as perceived through Beak's review of materials follows.

a) Region: Although there is no apparent legal responsibility to inform the public, Region, under the leadership of its elected Council, is felt to have the moral responsibility of keeping the public informed as to how citizens are being served. At the same time, as clients for the feasibility study, Region has the responsibility of ensuring that the studies completed by Metro Canada and its sixteen subconsultants are technically correct and in the best interests of the citizens it serves. Beak cannot think of a feasibility or environmental impact study, in our experience, which has not undergone internal client review prior to publication. Region has created internal Technical and Steering Committees to perform this function. Region appears to be caught between several mutually exclusive goals of informing the public expeditiously, ensuring all public information is correct, maintaining established information flow patterns, and responding to the personal political views of its Council.

b) Metro Canada and its Subconsultants: In Beak's experience public information is normally the responsibility of the client, not the contracting engineers or subconsultants. Feasibility study engineers will normally provide technical information on project design, costs, and implementation procedures, but this is normally done only through the client. Similarily, public participation subconsultants usually work with client review and approval of public information releases. In an attempt to speed up release of information and due to scheduling and Regional manpower, much public information has included technical design fact sheets, the type of information one expects from a feasibiltiy engineer or product designer. It has been seen by the public to lack the balance of impact study results largely due to the fact that these other studies must go through the Regional review channels.

c) Public Participation Consultant: Beak feels a major responsibility of the Public Participation Consultant is to ensure a two-way flow of information. Much of the program carried on prior to Beak involvement has been, by design, one-way. In the limited time since Beak involvement several public participation methods to ensure two-way, constructive involvement have been accepted by both C.A.C.R.T. and Region:

   - A summarization of key issues at the end of C.A.C.R.T. meetings with Region to provide responses by the following meeting;
   - The report review workshop;
   - Written responses to significant issues specified by individuals or groups;
   - Written responses to issues documented in this report;

- Consideration of alternative public involvement measures as recommended in Section 5.0 if the study continues;
- Regional involvement in C.A.C.R.T. meetings (which occurred prior to BEAK); and
- Involvement of C.A.C.R.T. in decisions re: public participation (ie. selection of a new public participation consultant, and the workshop program).

d) Social Planning and Research Council: Through its Community Development Adivsory Committee, the Council has as their chief mandate ensuing public involvement in the decision-making process. Although the Council has made good general recommendations relevant to the public participation program and been vocal in criticizing instances where these general recommendations have not been followed. They have also supplied help in organizing the workshop format. It is felt that the expertise of their professional staff could have been used more constructively if a mechanism were available for more specific and constructive recommendations relevent to developing public participation programs rather than the Council being primarily involved through after-the-fact criticism of these programs.

2.5 Public Information: Regional Response

The Region has had the responsibility, throughout this study, for releasing information for public distribution by Metro Canada and its subconsultants. In addition, all information released for distribution has been approved by the Region prior to its release. This policy has applied consistently to all reports, brochures, Open materials, advertising, press releases, fact sheets, etc.

The Region is satisfied that the information distributed has fairly presented the positives and negatives associated with the study. During the course of the study, those complaining of one-sided information have usually been unable to provide specific examples. In addition, Metro Canada has for some information been both too positive and too negative. Often, the judgement as to whether information is too positive or negative has been dependent on the individual's assessment of the implications of that information rather than on the information itself.

The Region is unaware of any inconsistent, misleading or incorrect information that has emanated from the study. (Statements by Regional officials not involved in the study, by Metro Canada staff not involved in the study, or by provincial officials not involved in the study suggesting that a decision to construct had already been made were unfortunate and untrue, and were quickly corrected by study officials). On occasion, information has changed during the course of the study, as preliminary analysis is superceded by more detailed analysis and decisions, some by Council, after the course of the study. This is a pitfall associated with releasing preliminary information in the midst of a study, and all information released has been identified as to its status and state of review.

The Region agrees that public involvement has been limited, not because it has been restricted, but because of an apparent high level of apathy towards the project. In association with one set of Open Houses, only 725 responses were received in total to a display advertisement and reminder notices in the Spectator, advertisements in the weekly papers, 55,000 brochures distributed door-to-door, 35,000 brochures distributed over all HSR bus routes, and widespread media attention. Most of those responses were from people living in close proximity to one of the proposed routes, and from people who had previously responded repeatedly. During the course of the study, many different techniques have been used to attract attention, interest, and participation in the study, but without significant success. The study has however been well followed by a small group of people either strongly in support or or opposed to the proposed project.

SECTION 3.0 SPECIFIC CONCERNS
OF THE
COMMUNITY ADVISORY COMMITTEE ON RAPID TRANSIT

3.0 Specific Concerns of Individual C.A.C.R.T. Groups

The following are specific concerns expressed by the groups represented by C.A.C.R.T. They largely relate to either the long-term mandate of the particular group or the project-specific costs/benefits perceived to affect the group.

Since C.A.C.R.T. represents the most interested public, every effort should be made to respond to their concerns, questions, or recommendations. Even a negative response would be better than the atmosphere of suspicion, distrust, and usefulness created by no response. Recommendations on how to respond to these concerns are elaborated on in Section 5.0.

3.1 Group: The Social Planning and Research Council of Hamilton and District (in conjunction with its Community Development Advisory Committee).

Opinion Documentation: Memo to C.A.C.R.T. (20 February 1980), interviews (31 August 1981; 17 September 1981), generic list of social concerns relevant to social impact assessment (supplied following the 31 August 1981 meeting), and memo from S.P.R.C. Board of Directors (23 September 1981).

Representation on C.A.C.R.T.: Mr. Robert K. Van Louwe.

Approximate Area and Number Represented: Regional Municipality of Hamilton-Wentworth.

Feeling of Majority on Proposed U.T.D.C. Route: The public participation process has not been conducted properly.

Is there a Minority Opinion? See above.

Summary of Major Issues and Group Position:

In their initial memo to the C.A.C.R.T. accepting membership in that group, the Council noted their chief mandate is to ensure public involvement in the decision-making process. They made several recommendations at that time:

(i) background reports and information used by UTDC for response to C.A.C.R.T. questions or concerns be provided for C.A.C.R.T. review.

(ii) methods and results to date of social impact studies be made available for C.A.C.R.T. review.

(iii) the C.A.C.R.T. use formal meeting procedures, pass motions directly to Steering Committee, elect its own chairperson, and be given a written objective from Metro Canada Limited.

In discussion with Council representatives in August and September it was felt that the C.A.C.R.T. is a good representative group for the public most affected by this project. The problem is that the form of information generally available and the red tape involved in getting information have both frustrated the C.A.C.R.T. and created mistrust. It was felt that the Region is improving in its response to the C.A.C.R.T. but often too little and too late. The major public issues in the Council's view at this time are:

(i) social and aesthetic impacts of the proposed system;

(ii) the nature of the public participation process;

(iii) incomplete, delayed and biased information being provided to the public;

(iv) the statement of a) the need for an elevated rail system, and;
b) the investigation of alternative systems.

(v) the involvement of the public in the process of route selection prior to the investigation of the need for a system.

3.2 Group: Hamilton and District Chamber of Commerce

Opinion Documentation: Brief to Regional Council (24 June 1981), and telephone interview (26 August 1981)
regular meeting (9 September 1981)

Representation on C.A.C.R.T.: Mr. Filer

Approximate Area and Number Represented: Region of Hamilton-Wentworth

Feeling of Majority on Proposed UTDC Route: group objective, individual members may vary

Is There a Minority Position: see above

Summary of Major Issues and Group Position:

The Chamber of Commerce will not formulate a final position on the project until feasibility study reports have been reviewed. The Chamber is trying to remain objective and represent the Municipality as a whole. They are concerned that the need for the project has not been demonstrated, concerned the Regional Council will have made up their individual minds on the project before all the studies are complete, and feel the public information available has been poor. The Chamber wishes to study all reports in detail before taking a position on the proposed system. It is felt that the cost/benefit analysis and alternative modes studies may answer many of their questions. General concerns include how the system fits transportation planning for the Region, costs, ridership, needs and a guarantee of

Hamilton sources for materials.

3.3 Group: Durand Neighbourhood Association Incorporated

Opinion Documentation: Briefs to Metro Canada Ltd. (23 February 1981), and Regional Council (29 June 1981), and interviews at the groups regular meeting (9 September 1981)

Representation on C.A.C.R.T.: Mr. Allan

Approximate Area and Number Represented: Durand Neighbourhood (approx. 11, 000 people)

Feeling of Majority on Proposed UTDC Route: Against route W; route Y or a modified route (see initial brief) felt best.

Is There a Minority Position: not voiced

Summary of Major Issues and Group Position:

Initially this group expressed concern for quality of service, construction impacts, uprooting and altering traditional relationships with the natural environment, streetscape and historical values, the dividing of neighbourhoods and the alteration of growth patterns, as well as effects on prime residential, commercial and institutional properties (ie. YWCA, MacNab Presbyterian Church and James St. S.), general aesthetics and future links.

This group has perhaps offered the most extensive and genuinely constructive criticism of any. Early in the project and with the need assumed as a given for the purposes of discussion, they suggested an alternate totally surface route and feel that their recommendations have never been properly considered nor responded to.

Although all (4) routes affected this group's home territory, they selected route "Y" as the least objectionable while pointing out that Route "W" was the most objectionable based on riderships, cost (both operating and capital) to Limeridge, aesthetics (to the finest streetscape of its kind in the region), escarpment impact, feeder bus system, and consideration of the goals of CAPCA city core recommendations. They feel misinformation, objectivity of the feasibility study, and poor information to both the public and councillors are key issues. Alternate modes have not and cannot be properly considered and the need itself cannot be properly addressed since there are claimed to be conflicting political, transit and development needs. Certainly the need and rationale for route "W" have not been proven and the public information process has been poor.

3.4 Group: Upper Wellington & South Bend & Mohawk

Opinion Documentation: Brief to Council 24 June 1981

Representation on C.A.C.R.T.: Mrs. Kippen

Approximate Area and Number Respresented: Residents along Upper Wellington between Fennell Avenue and Mohawk Road as well as Upper Wellington between East 16th and Upper James (along corridor alternatives X, Y, Z).

Feeling of Majority on Proposed UTDC Route: Groups position is opposed to the project.

Is There a Minority Position: Individual residents from the area may have varying opinions.

Summary of Major Issues and Group Position:

The concerns of this group largely relates to the social and neighbourhood effects of an elevated system; the information process (which is felt to be too slow, often misleading, and one-sided), and a feeling that the decision has already been made on the project. The C.A.C.R.T. is felt to have had little effect on project planning and the concern was expressed that Regional Council is not fully aware of the extent of public opposition. Other concerns related to objectivity of the feasibility study, how the system fits into Regional planning, costs, the Regional need, visual impacts, convenience, and crime. In general, they feel that the decision process is being politically influenced by the Provincial Government.

3.5 Group: Upper James Street - Fennell Avenue to South Bend Road

Opinion Documentation: Brief to Council (24 June 1981), and interview (28 August 1981).

Representation on C.A.C.R.T.: Mrs. Hubert

Approximate Area and Number Represented: Upper James Street residential area along proposed corridor from proposed Fennel portal/station to South Bend Road. This corresponds to a portion of the Bonnington Neighbourhood and a portion of the Balfour Neighbourhood. A total of 4,708 people reside in these two neighbourhoods of whom 150 signed the original brief.

Feeling of Majority on Proposed UTDC Route: The majority represented by this group are opposed to the selected route. A statistical sampling of the neighbourhoods will be provided by the Social Impact Survey.

Is There a Minority Position: Several residents and local businesses are for the development.

Summary of Major Issues and Group Position:

Major concerns relate to social and economic impacts on residents along the proposed route. These include the residential nature of the area, property values aesthetics, shadowing, noise, snow plowing, and local traffic effects. In general it is felt the proposed system is too costly and not currently needed. In general the public information program was felt to be one sided, often too technical, at times poorly organized, and not responsive to the public. It was felt that C.A.C.R.T. should have had better response to information requests, earlier input to reports, and more involvement in decisions. In general, it was felt that not enough effort has been made to objectively inform the public. The residents of Upper James would like to be offered fair compensation for their properties if the rapid transit does go in or the possibility to change zoning so that the properties can be utilized commercially.

3.6 Group: Local Architectural Conservation Advisory Committee (LACAC)

Opinion Documentation: Brief to Council 24 June 1981; Interview 17 September 1981.

Representation on C.A.C.R.T.: Mr. Butler

Approximate Area and Number Represented: LACAC is an advisory committee to Hamilton City Council, appointed under the provisions of the Ontario Heritage Act.

Feeling of Majority on Proposed UTDC Route: Opposed to the route W alignment.

Is There a Minority Position: Some difference in opinion exists as to the system changes which would be required for acceptability.

Summary of Major Issues and Group Position:

LACAC has three central mandates relevant to this study: preservation of historical buildings from direct or visual intrusion impacts, preservation of the existing urban environment and streetscapes with special emphasis on historically significant districts, and to avoid further encroachment on the escarpment. Their major project specific concerns include:

- -Whitehern: Although route modification have lessened the direct impact, visual vistas of this building and its surroundings are still affected.
- -McNab Presbyterian Church: The visual effects will be considerable.
- -James Street South: Route conflicts with the special zoning status given this street in 1958 to protect and preserve the area.
- -King William Street: Visual effects on buildings in general.
- -TH & B Station: Although less sensitive due to its modern style.
- -General urban environment: Overall social impact. Visually it is felt system could have been designed to fit better into the urban environment.
- -Information: The lack of information on the project has resulted in little criteria available for an objective evaluation of pros and cons.

LACAC does feel several project decisions have been beneficial from their point of view: A tunnel rather than surface route down the escarpment, avoiding the Gore Park area, moving the route back from Whitehern, and avoidance of the Upper Wellington route.

3.7 Group: The Consumers' Association of Canada - Hamilton and District Branch

Opinion Documentation: Interview (27 August 1981)

Representation on C.A.C.R.T.: Mr. Hill

Approximate Area and Number Represented: Region of Hamilton-Wentworth

Feeling of Majority on Proposed UTDC Route: Group position is objective, members may have various personal opinions.

Is There a Minority Position: see above.

Summary of Major Issues and Group Position:

The Consumers' Association of Canada, Hamilton and District Branch, wishes to register its opposition to the proposed U.T.D.C. transit system. We have several objections:

The population of the City of Hamilton is declining and the need for such a system is unproven.

The technology has not yet been shown to be commercially sound.

The proposed system is extremely inflexible.

The segregated right of way will be an eye sore, a blight on the neighbourhoods through which it passes.

Should the system fail, removal will be extremely expensive and it will be impossible to restore the original landscape.

The system is not accessible to disabled persons.

The driverless vehicles will become an ideal situation for threatening or criminal attacks upon riders.

We suspect the initial capital costs and operating losses have been grossly underestimated and taxpayers are not interested in bearing any costs in these times of excessive inflation.

Finally, we believe that if the people of the City of Hamilton were to vote in a referendum, they would turn down the U.T.D.C. System.

3.8 Group: Ontario Society of Occupational Therapists

Opinion Documentation: Brief to Regional Council (24 June 1981), interview (31 August 1981)

Representation on C.A.C.R.T.: Mrs. Miller

Approximate Area and Number Represented: Region of Hamilton-Wentworth

Feeling of Majority on Proposed UTDC Route: Society position is totally related to accessibility not route, individuals may have own opinions.

Is There a Minority Position: see above

Summary of Major Issues and Group Position:

The Society feels the system should be designed to be totally accessible to people on wheelchairs. It is felt to be most appropriate in this the International Year of Disabled Persons. It is also felt such a system would benefit many others such as geriatrics, persons with heart conditions, women with small children, etc., and generally increase ridership. The DART system is not felt to be totally parallel. The Society would be pleased to help in such design characteristics and feels such professional help is essential for a usable accessible system. There is a feeling of frustration that such an offer has not been responded to.

3.9 Group: Talus Group

Opinion Documentation: Preliminary brief (23 February 1981), supplementary (10 March 1981), brief to Regional Council (15 June 1981), a household flyer prepared by the Talus Group (no date), and interview (25 August 1981).

Representation on CACRT: Mrs. Hector

Approximate Area and Number Represented: Area on the brow of the escarpment bounded by Clairmount Access, Jolley Cut, St. Joseph's Drive and James Street South.

Represents 284 apartment units and 55 single homes. The Corktown Neighbourhood had 6547 residents in 1979.

Feeling of Majority on Proposed UTDC Route: The stated position of this group is to oppose any route which would impact on the character or environment of their neighbourhood, specifically route W.

Is There a Minority Position: not voiced

Summary of Major Issues and Group Position:

In addition to expressing concerns relevant to all of the general public issues and overall social impacts along the route the Talus Group has a number of very specific issues related to impacts on the Corktown area, which are summarized below. This Group was specifically formed in January 1981 to respond to this project, has been one of the most active public groups from the start. Initially commencing as an objective group to facilitate information exchange, it has become more and more against both the project and study process. They are strongly opposed to the selected route W.

Specific issues include:

- -traffic problems at the James Mountain access, James Street South, lower portal area. Winter access to the Corktown Neighbourhood is already hazardous with any visibility problems created by route W only increasing this problem.
- -Vandalism and crime problems have occurred in the stairway-greenbelt area and the feeling is that this will increase with the transit system.
- -Local neighbourhood disruption, social impacts, and property values.
- -Effects on Whitehern and small local parks in the southern portion of the route.
- -The information process and usefulness of C.A.C.R.T. involvement.

3.10 Group: Bruce Trail Association

Opinion Documentation: Interview (28 August 1981)

Representation on C.A.C.R.T.: Miss Fothergill

Feeling of Majority on Proposed UTDC Route: Views of members as individuals are not documented. Group position is neither for nor against the project or route W.

Is There a Minority Position: as above

Summary of Major Issues and Group Position:

The Association does not feel the project will significantly affect the Bruce Trail, however, they recommend every effort to accomodate an aesthetic blending with the natural environment especially in the greenbelt lower portal area at the base of the escarpment. Although they feel that rapid transit is needed as an alternate to car travel, they feel that indepth studies should identify the best possible alternative to benefit the Region. The decision should be made by objective experts. There is some concern that the present study does not fully meet these criteria. The Association emphasizes that access to and along the trail, which crosses the James Mountain Access running east on the north side and west on the south at the portal location, should be accomodated in the detailed design. Every effort should also be made to mitigate against environmental impacts.

3.11 Group: Hamilton Automobile Club

Opinion Documentation: Annual Reports (1979, 1980), brief to Regional Council (24 June 1981) and interview with Executive Vice-President, a Past President, C.A.C.R.T. Representative, and two staff members (2 September 1981).

Representation on C.A.C.R.T: Mr. Lomax

Approximate Area and Number Represented: Hamilton-Wentworth Region, Halton Region, Brant County, and the Haldimand County Portion of the Haldimand/Norfolk Region. Hamilton-Wentworth Region - 79,000 members. Adjacent areas 53,000 members.

Feeling of Majority on proposed UTDC Route: Membership may have varying opinions. Group position is that other transportation needs should have higher priority.

Is There a Minority Position: See above.

Summary of Major Issues and Group Position:

The Club's mandate is to protect and serve the interests of the area's motoring public. A good public transit system is important to the community. Club Policy supports development of a balanced transportation system. Limited financial resources for transportation places higher priority on other transportation projects now and in the near and mid-range future. Specific concerns can be summarized in four areas:

- Costs: cost of operation of the short demonstration system now under consideration and the even greater cost, both operating and capital, of future extensions will have a negative impact on the implementation of need-identified transportation projects such as the Perimeter Road, the North-South East-West Mountain Corridor and the Burlington Skyway and the on-going maintenance requirements for the existing roadway network.
- Effects on Route Residents: negative impact on downgrading of visual environment; negative impact on quality of life, property values, and social interactions; difficulty of integration with existing transit routes and dcreased transit convenience for many.
- Traffic Problems: Reduced lanes and their indirect effect on usefulness of major Mountain Access Routes already in place, safety problems on guideway streets, induced traffic on neighbouring minor residential streets and access for emergency vehicles.
- Need and Rationale: the lack of flexibility of fixed rail systems for route changes or for special events. Technology, when and if a need for the proposed system is clearly shown, may be much advanced over the latest available today. The failure of such systems as BART (San Francisco) to meet projections. Claimed time savings appear to relate to existing bus service without possible future operational or equipment improvements. Correlation with overall regional transportation plans is essential. Responding to opportunism with its major commitment of funds and impact on the urban streetscape is unwise.

3.12 Group: Mountain Plaza Mall Merchants Association

Opinion Documentation: Interview 17 September 1981.
Representation on C.A.C.R.T.: Mr. Bromberg
Approximate Area and Number Respresented: 80 stores and services
Feeling of Majority on Proposed UTDC Route: Opinions are generally split.
Is There a Minority Position: As above

Summary of Major Issues and Group Position:
The opinions expressed by this group ranged from a feeling that it would benefit business at the mall to a feeling that mall parking would

be filled by people going downtown to shop. The major concerns were loss of parking through both construction and commuter use, the feeling that the local benefits or system need had not been proven, the potential for local shoppers to be attracted to larger downtown stores, and the general Regional costs/benefits of the system.

3.13 Group: Downtown Business Association

Opinion Documentation: Interview (31 August 1981)

Representation on C.A.C.R.T.: Mr. Ross

Approximate Area and Number Represented: Central Business District, Hamilton

Feeling of Majority on Proposed UTDC Route: Pro: that it will help ease the parking problem for downtown store customers.

Is There a Minority Position: Some merchants feel customers may be attracted away from downtown by the system.

Summary of Major Issues and Group Position:

It is felt that the Central Business District (CBD) needs help. The parking access at suburban malls and traffic flow engineering in the CBD harm the competitiveness of small CBD businesses. Rapid transit to the CBD would help this. Subsidies are required for all such systems but the overall benefit/cost to Hamilton will be positive. It is felt that the complete industrial bayfront to Limeridge Regional Subcentre System would have been better but doubt was expressed that this will occur. It was also felt that better, more understandable public information would result in stronger support for the project.

3.14 Group: Clear Hamilton of Pollution (CHOP)

Opinion Documentation: Brief submitted to Regional Council (24 June 1981) and interview (2 September 1981)

Representation on C.A.C.R.T.: Mr. Gliva

Approximate Area and Number Represented: Regional Municipality of Hamilton-Wentworth, 150 members

Feeling of Majority on Proposed UTDC Route: Individuals may have own opinions, group is objective.

Is There a Minority Position: as above

Summary of Major Issues and Group Position:

The mandate of the group is to increase public awareness about pollution and encourage informed responsible action in Hamilton. Related to this aspect, the UTDC Rapid Trnsit System will not significantly lessen the current degree of pollution from traffic. Although not directly related to this mandale the visual negatives of an elevated transit is a concern.

Their major concern relevant to this Project is that this system has not been compared to other systems in meeting the transportation needs of the total Region.

Broader concerns are the continued activities of Project staff to coopt the public rather than get input based on balanced information of the pros and cons of the System and obtaining genuine participation involving as broad a segment of the community and Region as possible. The feasibility study is biased and sales oriented while C.A.C.R.T. and public participation in general has been kept ineffective. The results of the Social Impact Survey are hoped to at least partly rectify this latter concern.

3.15 Group: Berrisfield Park Community Council

Opinion Documentation: Interview (3 September 1981)

Representation on C.A.C.R.T.: Mrs. Carter

Approximate Area and Number Represented: 700

Feeling of Majority on Proposed UTDC Route: Rapid transit would be good, but only if it provides better service to their area than current public transportation.

Is There a Minority Position: ?

Summary of Major Issues and Group Position:
Initially the group was supportive of a transit system to the Limeridge Regional Subcentre, but strongly questions the need or rationale for a shortened route. They also feel route W was the poorest alternative. There is a strong doubt that future links or express bus co-ordination will occur and consequently the current public transportation system is felt to serve this area better than the proposed UTDC route. There is also a strong feeling the C.A.C.R.T. is not given adequate response or consideration by Region and in fact it is felt to be only a public

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relations "window dressing". It was felt Region should take every measure possible to facilitate C.A.C.R.T. review of final feasibility study documents and to incorporate views of C.A.C.R.T. as public representations in their decision on the project.

3.16 Group: Hamilton Society of Architects

Opinion Documentation: Interview (15 September 1981)

Representation on C.A.C.R.T.: Mr. Rankin

Approximate Area and Number Represented: City (approximately 20 architects).

Feeling of Majority on Proposed UTDC Route: Although opinions are variable it is generally felt the project could benefit the Region.

If There a Minority Position: Some members are strongly opposed.

Summary of Major Issues and Group Position:

The system should be designed to aesthetically fit within or enhance the local visual environment. Detail design should maximize this aesthetic fit. Concerns expressed related to cost and rationale for the proposed route. It was generally felt these have not been explained properly. In general the public participation program was felt to have attempted every feasible way of involving the general public but with little success due to apathetic feelings of people not directly on the route.

3.17 Group: Wellington and Mary Business Association

Opinion Documentation: Interview 14 September 1981.

Representation on C.A.C.R.T.: Mr. Wasserman

Approximate Area and Number Represented: Downtown Business (approx. 109 members).

Feeling of Majority on Proposed UTDC Route: The proposed route will not help the downtown businesses.

Is There a Minority Position: Individual members have varying opinions.

Summary of Major Issues and Group Position:

Although it is felt that downtown businesses require planning help to remain viable, the proposed route is not seen to improve the situation. A route to help downtown businesses would have run from a major residential area, and would have been carefully co-ordinated with City and Regional zoning as well as planning for future development. It is felt that the proposed system was planned as a demonstration and then an attempt was made to fit this to the Regional need or rationale instead of establishing the need and benefits to the Region first and then planning the best route to meet these. Specific concerns related to potential loss of business to shopping malls, overall and long-term costs, aesthetics, snow problems and Regional need. They are also concerned about the potential tax burden on city residents.

SECTION 4.0

REVIEW OF PUBLIC PARTICIPATION ACTIVITIES

4.0 Review of Past Public Participation (to mid-September 1981)

The number and variety of public participation methods utilized in this study are impressive. The many attempts to involve the public in this project, including householder mailing and newspaper distribution of questionnaires, have presented ample opportunity. The poor response, to date, suggests a public apathy in the Region towards this project. The Social Impact Study, to be completed on September 30, 1981 includes interview plans with the directly affected public as well as a statistical sample of the Region. Results of these interviews are hoped to statistically answer several questions: is the public adequately informed, and what is the consensus of opinion.

Usually the best organized and most prominent public response to a proposed project such as this is that of opposition. This is because people with reasons to oppose the project have a greater incentive to make themselves heard compared to people who are indifferent or even generally favour the project. The latter group are usually willing to allow the decision to proceed through the regular approvals process.

To date response to questionnaires has indicated marginal support for the project; however, the small number of responses does not justify the complex analyses and many of the conclusions reached in the Connor (1981 a,b,c,) reports. It is hoped the Social Impact Survey will be the basis for a more statistically valid and conclusive analysis.

The following summarizes the public participation methods utilized to date with a discussion of their results. The program is summarized chronologically in Section 4.1 with specific evaluations of the various public participation methods presented in Section 4.2.

4.1 Chronological Summary of Public Participation

The first phase of the public participation program began in October 1980.

Advertisements for the first Open House were published October 22, in all the papers throughout the Region. The ads included a clip-out response questionnaire.

A hand-out brochure carrying the same information as the advertisement was printed for the Open House. Technical brochures were also available as were a variety of displays and an audio visual program.

Two news releases were issued during October. The first one released October 21, provided the media with information on the upcoming Open House and some background information on the project. The second, recapped the Open House, and was released the day after the event.

The project office hosted the first Open House October 30, 1980 between 2 p.m. and 10 p.m. A total of 115 people attended it and of those 40 (35%) took the time to provide written comments. The majority of comments (67.5%) were very supportive, although 27.5% were undecided and only two were opposed (5%).

The media provided coverage of this first public event. CBC-TV did a minute spot on the project that was aired on Toronto and Kingston stations on October 23. CHCH-TV aired a summary of the program on October 30. The Spectator had a small article prior to the Open House and followed with a summary the next day. CKOC interviewed the public during the Open House. Radio stations CHML, CKDS, CJJD, CKOC carried a public announcement October 29, 1980.

The public participation process was outlined for the Ontario Ministry of the Environment staff at a meeting held on October 15, 1980. Their general concurrence was received at this meeting.

The Canadian Society of Civil Engineers invited UTDC to provide guest speakers for their conference on October 3, 1980, at the Royal Connaught Hotel. Dr. A. Ross Gray spoke on the ICTS Program and Mr. James Chatfield spoke on the ICTS technology. At the associated luncheon, Chairman Anne Jones spoke on the potential future implementation of the ICTS technology in the Hamilton-Wentworth Region.

November 1980

The Rapid Transit Project Office was open to enquiries by members of the public interested in the rapid transit project.

Public Presentation and Activities

Date	Description	Number in Attendance
November 11	Presentation to the Kiwanis Club of Hamilton Central	28
November 13	Sheridan College interview with journalism student	2
November 19	CHCH interview for special segment on Transportation for the Cherington Show	1
November 28	Presentation to Cathedral Boys High School	20
Month of November	Visitors to Project Office	64
	Coupons and postcard reply	30
	Sub-total	145

BROCHURE CIRCULATION

Hamilton Public Libraries (10 libraries)	550
Hamilton-Wentworth Libraries (15 libraries)	375
McMaster University Civil Engineering	100
Mohawk College Transportation and Planning	100
Schools - Secondary	
Lower City	
Sir J.A. MacDonald	40
Cathedral Boys	40
Cathedral Girls	40
Mountain	
Hill Park	40
St. Thomas More	40
Regional Chairman's Office	25
Clerks Office - Regional	50
Ancaster	50
Dundas	50
Flamborough	50
Glanbrook	50
Hamilton	50
Stoney Creek	50
Architectural Conservance of Ontario - (See LACAC)	
Berrisfield Park Community Council	25
Bruce Trail Association	25
Buchanan Park Parents Group	25
Clear Hamilton of Pollution (CHOP)	(See SPRC)
Consumers Association of Canada (Hamilton Branch)	25
Downtown Business Association	25
Durand Neighbourhood Association Inc.	25

Hamilton Automobile Club	25
Hamilton and District Chamber of Commerce	50
Hamilton Handicap Club	25
Hamilton Tax Reform Movement	25
Local Architectural Conservation Advisory Committee (LACAC)	10
McQueston Legal and Community Services	25
Mountain Business Association	25
Ridgemount Home and School Association	25
Save the Valley Committee	(see McQueston above)
Social Planning and Research Council of Hamilton and District (SPRC)	100
Wellington and Mary Business Association	25
West Hamilton Community Council	25

December 1980

The holiday season somewhat tempered the public interest vis-a-vis the Rapid Transit Project. Only one presentation was given during December and fewer people came to the office than in previous months.

Interestingly enough, media coverage increased during December. CHCH-TV aired a special 30 minute presentation on December 11.

Two news releases were also prepared. The first one dealt with the upcoming Open House "Rapid Transit Alignment Unveiled" and the second related to special soil surveys to be undertaken before spring thaw, "Rock Investigation on the Escarpment".

Public Participation and Acitivities

Date	Description	Number in Attendance
December 1	Meeting with Durand Neighbourhood Association	6
December 3	Burlington Post telephone interview	1
December 4	CHCH-TV crew visited UTDC Test and Development Centre in Kingston	1
December 8	CHCH interview	1
December 11	Chairman Anne Jones and Ross Gray, Deputy Project Manager were interviewed on the air for the Cherington Show.	1
December 19	Interview with Spectator reporter in regard to Travel Survey	1
December 22	Spectator interview	1
Month of December	Visitors to Project Office	21
	Coupons and postcard reply	15
	Sub-Total	49

January 1981

Date	Description	Number in Attendance
January 14	Presentation to Corrosion Engineers of Ontario at the Ontario Research Centre.	28
January 16	Spectator interview	1
January 20	Presentation to the Kiwanis Club of Hamilton	20
January 21	News Releases 11 the media across the Region: CBC Radio, CBC TV, Spectator, CJJD, CHCH, CKOC, CHML, CKDS, Brabant Newspapers, and Channel 4.	11
January 21	Interview with Spectator reporters.	4
January 21	Interview with Brabant newspapers.	1
January 21	Meeting with Program Director for Channel 4 to discuss the possibility of a special Talk Show on Rapid Transit.	1
January 22	First Community Advisory Committee on Rapid Transit meeting.	8
Janaury 23	Media briefing to announce the Open Houses and provide the media with an update on the project. Present were: CHCH, CHML, CJJD, CKOC.	5
January 26	Open House at Crestwood Vocational School.	133
January 27	Open House at the New Public Library.	288
January 28	Open House at the Hamilton-Wentworth Project Office. CKOC TV of Kitchener covered the Open House.	97
January 29	Second meeting of the Community Advisory Committee on Rapid Transit to review the results of the Open House.	11
January 30	CHML interview was broadcast on their six o'clock news.	1

February 1981

Date	Description	Number in Attendance
February 3	Presentation to the Chamber of Commerce.	13
February 4	Presentation on the Generation of the Alignments to the Hamilton Mountain Rotary.	60
February 9	Two consecutive presentations to students at Delta Secondary School.	800
February 9	Durand Neighbourhood Association meeting at project office to discuss Alignment Generation.	4
February 12	Provided Spectator with maps of the selected alignments after discussion at Steering Committee.	1
February 18	Meeting with students from Winston Churchill Secondary School.	9
February 18	Community Advisory Committee visited Transit Development Centre in Kingston.	31
February 18	Presentation to the Hamilton Mountain United Church.	20
February 19	Met with planning class at Mohawk College.	20
February 24	Met with Board of Directors of the Berrisfield Community Council.	6
February 26	Interview with Spectator reporter.	1
February 26	Community Advisory Committee meeting.	14
February 26	Met with Plant Superintendent for St. Joseph's Hospital on Generation of Alignments in vicinity of the hospital.	1
February 27	Regional Councillors visited the Transit Development Centre in Kingston.	8

March 1981

Date	Description	Number in Attendance
March 2	Cable 4 to discuss possibility of a few T.V. programs to increase awareness among Hamilton population.	1
March 4	Presentation to the Talus Group at the Project Office on how alignments were generated and how four alignments were selected.	38
March 4	Interview with Spectator to explain how the four alignments were selected.	1
March 4	Interview with CHCH to provide new developments in the Rapid Transit study and dates for the Open Houses.	2
March 4	Met with CHML to ensure radio coverage for Open Houses.	1
March 4	News releases to CKOC, CJJD, CBC Radio and CBC T.V.	4
March 4	Interview with Brabant Newspapers to discuss new developments in the project and the forthcoming Open Houses.	1
March 4	Interview with Cable 4 to discuss results of the past Open Houses, reactions and concerns of the public agreed to prepare two T.V. shows during the course of the month.	1
March 6	Mountain Cable program director contacted to schedule a special feature on Rapid Transit.	1
March 9	Open House at the Transfiguration Lutheran Church	239
March 9	Live interview with CHML	1
March 9	Cable 4 visited the Open House - footage taken for further T.V. specials.	2
March 10	Open House at the new Hamilton Public Library.	358

March 1981

Date	Description	Number in Attendance
March 10	CKCO-TV did a newscast on the Open House	2
March 11	Open House at St. Michael's Separate School	193
March 12	Interview for the Mid-Day show on CHCH-TV (March 13).	1
March 16	Meeting held by the Durand Neighbourhood Association.	110
March 17	Interview on Cable 4. A presentation of the Rapid Transit Project was made, followed by an open line after the Council Meeting.	1
March 18	Community Advisory Committee on Rapid Transit met.	16
March 25	Mountain Cable presented a one-hour special program on Rapid Transit.	1
March 26	Presentation to St. Joseph's Hospital Building and Property Management Committee.	25

April 1981

Date	Description	Number in Attendance
April 8	Presentation to the Stoney Creek Citizens' Association.	7
April 9	C.A.C.R.T. Meeting	21
April 10	Presentation to the Administration Committee of Mohawk College of Applied Arts and Technology.	16
April 15	Presentation to the planning and geography class at Parkside High School, Dundas	30
April 17	Interview by Brabant Newspapers, and Hamilton Spectator	2
April 21	Interview by Hamilton Mountain News.	1
April 21	Interview by CHML	1
April 22	Presentation at Hill Park Secondary School to geography and planning students.	32
April 22	Interview with CHCH-TV. The story dealt with project schedule, and possible construction dates	1
April 30	Interview with Hamilton Spectator, about the overall progress of the pre-implementation program.	1

May 1981

Date	Description	Number in Attendance
May 7	C.A.C.R.T. Meeting	18
May 11	Met with Mr. Black and Sister Joan of St. Joseph's Hospital to discuss the implication of route W on the hospital property	2
May 21	C.A.C.R.T. Meeting	17
May 26	Open House at the Ukrainian Catholic Church of the Resurrection	195
May 27	Meeting with group of downtown businessmen	8
May 27	C.A.C.R.T. members were taken on a tour of the four selected alignments.	15
May 27	Open House at First Place	150
May 28	Open House at the Immanuel Christian Reformed Church	320
May 29	Open House at the New Hamilton Public Library	324

June 1981

Date	Description	Number in Attendance
June 1	Interview for a special program on Rapid Transit on Cable 4.	2
June 3	Community Advisory Committee on Rapid Transit met.	18
June 9	Interview with Hamilton Magazine.	3
June 12	Presentation on the Rapid Transit study to the Masonic Group.	45
June 12	Interview with Brabant Papers	2
June 16	Council briefing for the Summary of Findings report.	
June 17	Met with officals of St. Joseph's Hospital.	7
June 17	A special media briefing was held relevant to the Summary of Findings. Present were CHML/CKDS, CJJD, CKOC, CKCO-TV, Cable 4, Hamilton Magazine, The Spectator, and Brabant.	10
June 17	The C.A.C.R.T. met.	16
June 22	Open House held at the Ukrainian Catholic Church of the Resurrection.	87
June 23	Open House held at Mohawk College	235
June 24	Open House held at the Hamilton Convention Centre.	176
June 24	A special meeting was scheduled to offer the opportunity to citizens to present their briefs before council in regards to the Rapid Transit study. 11 briefs were presented publicly and eight letters were submitted as well.	
		672

July 1981

Date	Description	Number in Attendance
July 3	Interview with Hamilton Magazine	2
July 17	CHCH TV, request for more detailed information on route "W", the preferred route	1
July 17	Spectator reporter visits office for information on route "W"	1
July 21	Inquiries from the Daily Commercial News.	1
July 30	Interview with Corriere Canadese	2
July 31	Interview with CHCH TV	1

August 1981

Date	Description	Number in Attendance
August 5	Community Advisory Committee meeting - hiring of Public Participation Consultant	18
August 6	Presentation to the downtown Rotary Club	100
August 17-22	Hamilton-Wentworth Rapid Transit Project participated in Eaton's Canadian Celebration. Approximately 1500 shoppers visited the display.	1500
August 18	On Cable 4 a 20 minute interview	1
August 21	Community Advisory Committee meeting with the new Public Participation Consultant.	13
August 25- September 17	Commenced interviews with individual C.A.C.R.T. members to summarize group issues	total of 17
August 27	Interview with Hamilton Magazine	1

Summary to August, 1981

Visits to the Project Office Coupons and Post Card Replies

	MONTH	YEAR TO DATE 1981	TO DATE
Visits to Project Office	44	3221	3474
Phone Calls	20	210	210
Media	27	142	154
Coupons	18	1283	1302
Presentation to Groups	160	1566	1622
Other (including C.A.C.R.T.)	31	205	205
	300	6627	6967

URBAN DOCUMENTATION CENTRE
RESEARCH UNIT FOR URBAN STUDIES
McMASTER UNIVERSITY
HAMILTON, ONTARIO

September 1981

Date	Description	Number in Attendance
September 8	Interview with Hamilton Magazine to discuss the project in further detail.	2
September 9	Community Advisory Committee on Rapid Transit meeting. The press were in attendance.	
September 11	Durand Neighbourhood Association invited the Deputy Project Manager to walk through their neighbourhood in order that the study team fully understand their concerns.	
	Rapid Transit T.V. show with Mrs. Jones, Mrs. Kippen,	
September 15	Mr. Ross Gray was the guest on View on Regional Council to discuss the project.	
September 16	Upper James residents meet with Ross Gray to discuss their concerns.	
September 16	Mountain Cable 4 aired a special two-hour T.V. show on Rapid Transit "Forum on Rapid Transit" Members of the panels were: Moderator, Reverend Don Cornish, Councillors Jim Bethune and Ken Edge. C.O.S.T. representative Mrs. Lorna Kippen, Mrs. Mary Norris and Deputy Project Manager for Metro Canada Ross Gray. Approximately 20 citizens called to ask questions.	
September 22	Social Planning and Research Council sponsored forum on Rapid Transit	
September 23	C.A.C.R.T. to meet.	

4.2 Discussion of Public Participation Methodology

4.2.0 INTRODUCTION

As previously stated the number and variety of methods used to involve the public during this study are relatively impressive. Reaction to the public participation program does not relate to the quantity nor to the participation techniques employed.

The opportunity for public involvement was felt by most to be sufficient. The key public issue involves the timing, quality, and type of information available. Virtually all public groups, as well as most of the media and political involvement have included complaints of biased information and slow response to information requests.

Although it is not within the mandate nor technical expertise of the public participation consultant to comment on the correctness of information provided to the public, the effect of this public mistrust on the present and future values of the public participation program necessitates some comments. Public mistrust has resulted from several of the general and C.A.C.R.T.-specific issues discussed in Section 2.0 and 3.0, respectively. Although many of the reasons for these issues are individually minor, they have collectively caused the public to question the validity and objectivity of any information on the project. In fact, several of the public groups have spent a great deal of time checking the accuracy and consistency of information released. This mistrust has affected the public participation program by creating an adversarial rather than co-operative involvement. Specifically, it has greatly affected the response and possibly scientific validity of several potentially valuable public participation methodologies including the Social Impact Survey, and questionnaire response analyses.

Much of this mistrust results from misunderstandings by both the Region and public. Recommendations are provided in Section 5.0 which could be employed in an attempt to resolve this situation but it is suspected that such resolution may be very difficult at this time. It must be emphasized that objective and constructive public participation has great potential value to both the proponents and public. In addition, the environmental assessment process in Ontario places great emphasis on public values. The Environmental Assessment report being prepared by Metro Canada and its subconsultants includes a chapter to identify public concerns as well as the Region's response to each as recommended in the Ministry of Environment study guidelines. Should the Region decide to become proponent for this project, the political nature of Regional Council should further emphasize the value of constructive public input. (See Table 1 which follows). It is recommended every effort be made to resolve this situation.

TABLE 1 SUMMARY OF VALUES OF CONSTRUCTIVE PUBLIC PARTICIPATION TO THE VARIOUS PARTIES INVOLVED

	INITIAL DISCLOSURE MEETING	ONGOING PUBLIC INVOLVEMENT	FORMAL PUBLIC HEARINGS
PUBLIC	o OBTAIN PROJECT DESCRIPTION o FORMULATE QUESTIONS o TIME TO THINK	o OBTAIN ADDITIONAL INFORMATION o INFLUENCE PLANNING o PREPARE FOR HEARINGS o OBTAIN ANSWER TO QUESTIONS	o FORMALLY EXPRESS OPINIONS ABOUT PROJECT
PROPONENT	o PROVIDE PROJECT DESCRIPTION o OBTAIN PUBLIC FEEDBACK o INPUT TO PROJECT DESIGN o PUBLIC RELATIONS	o OBTAIN PUBLIC FEEDBACK o OBTAIN MORE INPUT TO DESIGN o VERIFY BASELINE INFORMATION o PUBLIC RELATIONS	o EXPEDITE APPROVALS DECISIONS o IMPARTIAL REVIEW OF CONTRAVERSIAL ISSUES
REGULATORY AUTHORITY	o PUBLIC RELATIONS o EVALUATE PUBLIC CONCERNS o INPUT TO STUDY DESIGN o OBTAIN PROJECT INFORMATION	o AVOID POLITICAL REPERCUSSIONS o PREPARE FOR HEARINGS o CONSIDER DESIGN FOR MONITORING	o DESIGN OF MONITORING o BACKGROUND FOR APPROVALS DECISION o RELIEVES POLITICAL PRESSURE

From W. Eedy and H. Howes, 1981. The evolution of public involvement in reservoir developments in Canada. Proc. Intl. Symposium on Reservoir Ecology and Management, Laval University, June, 1981.

4.2.1 Open Houses

Five open houses were conducted between October, 1980 and June, 1981. Each included visual displays, audiovisual programs, exit questionnaires and a staff of project personnel to answer questions. The Community Advisory Committee on Rapid Transit staffed an information booth at all except the initial open house. As the study progressed questionnaires addressed the themes of project information needs, general public concerns, route selection criteria, and alternative route preferences. Detailed analyses of questionnaire returns and comments at open houses are provided in separate reports (Connor 1981 a, b, c;) (Metro Canada, 1981, e, f).

These three Connor reports indicated the results summarized below based on analyses of Open House exit forms, newspaper coupons and householder mail or bus brochure coupons (as received to 31 March 1981).

Initial Open House (Connor 1981: Report HW-1-8.5)
A total of 114 questionnaires were returned. Of these 8 indicated opposition, 43 agreement, and 63 were undecided about the ICTS rapid transit concept. The central issue identified by the majority of these returns related to integration of the ICTS system with the existing transportation system.

Second Open House (Connor 1981: Report HW-1-9.8)
The theme of the second open house series and related questionnaires was to determine public ranking of route selection evaluation criteria. A total of 325 questionnaires were returned with 69% of these expressing support for the ICTS concept. The majority of responses (35% of total) came from the Mountain corridor area where the breakdown was 45% in support, 31% against and 24% undecided. This does not indicate a statistically significant difference due to the small sample size.

Quality of service was the major issue raised by the majority of respondents, with many wondering why an east-west corridor was not included in the study. Environmental protection and traffic movements were voiced as second and third most important design criteria. The largest number of concerns related to residential neighbourhood impacts, cost, and integration with bus and parking systems.

Third Open House (Connor 1981: Report HW-1-15.5)
One of the largest turnouts occurred at this open house (790). The theme for the open house, newspaper advertisement, and householder mail brochures was to obtain public opinion on the 4 route alignment alternatives in the final route selection study. Total response involved 639 returned questionnaires including 112 newspaper advertisement coupons, 354 open house exit forms, and 173 coupons from the 25,000 householder mail brochures. Of these 639, 57% were pro, 31% anti and 12% undecided. Of the total, 326 returns (51%) came from the mountain corridor area with the response 47% pro, 37% anti, and 16% undecided. Out of the total 639 questionnaires returned, 32% favoured route 'W' over the other 3 routes because it was felt to be the most direct route and to serve a larger population. The most frequent concerns expressed by respondants included the effects on residential properties, lack of need and cost.

Fourth Open House (Metro Canada, 1981d)
The theme of the fourth series of open houses was to determine the kinds of further information on the Rapid Transit Project which the public desired. In addition to the exit questionnaires at the 4 open houses on 26, 27, 28 and 29 May, 50,000 householder mail brochures and ads in the Spectator on 21 May also included the questionnaire. The open house was also advertised, without the clip-out questionnaire in the Spectator on May 20, 25, 26, 27 and 28.
Attendance at the open houses totalled 959, the largest response by the public to date. A total of 382 questionnaires were returned of which 53% were from within the study corridor. The responses indicated the following priorities for public information requirements (with percentage of respondants in brackets): need (52%), cost (51%), property effects (49%), integration with existing transit (40%), aesthetics (39%), alternatives (37%), noise (36%), travel time (35%), natural environment (33%), and socio-economic environment (32%). A list of other information desired by the public is presented in the Metro Canada (1981e) report.

Fifth Open House (Metro Canada 1981e)
The purpose of the fifth series of open houses was to elicit public response to the final four alternative routes for the ICTS system as

well as the no project alternative. This was the second questionnaire relevant to route selection presented to the public (third open house) and followed publication of the "Route Choice: Summary of Findings" (Metro Canada, 1981b).

Attendance at open houses dropped to 498, slightly over half the previous number. Open houses had been advertised in local papers on 17 June with a clip-out questionnaire included in the Spectator ad. Householder mail, brochure boxes on buses, C.A.C.R.T., and the Rapid Transit Office distributed a total of over 80,000 brochures which also included the questionnaire. As well as information on the open houses, these ads and brochures announced the Special Meeting of Regional Council held on 24 June to listen to briefs and comments from the public. This is an interesting point since many still maintain on 24 hours notice was given at this meeting. Even Spectator reporters seem to have missed the notice in their 17 June advertisement.

A total of 725 responses to the questionnaire were received of which 52% came from the study corridor area. Respondents were asked for a first and second choice between 4 alternative routes and the no project alternative with the following results:

Choice	First Choice	Second Choice
No Project	337 (46%)	341 (47%)
Route W	125 (17%)	25 (3%)
" X	36 (5%)	56 (8%)
" Y	73 (10%)	82 (11%)
" Z	99 (14%)	69 (10%)
No Choice Given	55 (8%)	152 (21%)

Summary

In all cases open houses were well advertised in the local press (See Appendix 1). In general, the turn out and return of exit questionnaires was very poor as is summarized.

Table: Response to Open House Exit forms (OH)*, newspaper advertisement questionnaires (A)*, and Householder Mail questionnaires (HM)* for the 5 series of Open Houses

Series	Date	Place	Number Attending	Written Responses*
1	30 Oct. 80	Rapid Transit Project Office	115	40(OH) 74(A)
2	26 Jan. 81	Crestwood Vocational School	133	186(OH) 139(A)
	27 Jan. 81	New Hamilton Public Library	288	
	28 Jan. 81	Rapid Transit Project Office	97	
3	9 Mar. 81	Transfiguration Lutheran Church	239	354(OH) 112(A) 173(HM)
	10 Mar. 81	New Hamilton Public Library	358	
	11 Mar. 81	St. Michael's Separate School	193	
4	26 May 81	Ukranian Catholic Church of the Resurrection	195	309(OH) 16(A) 57(HM)
	27 May 81	First Place	150	
	28 May 81	Immanuel Christian Reformed Church	320	
	29 May 81	New Hamilton Public Library	324	
5	22 June 81	Ukranian Catholic Church of the Resurrection	87	169(OH) 18(A) 567(HM)
	23 June 81	Mohawk College	235	
	24 June 81	Hamilton Convention Centre	176	
TOTALS	14	11	2910	2214(TOTAL) 1058(OH) 359(A) 797(HM)

The average attendance at open houses was 209 people with a peak of 959 attending the series in May (it must be noted some individuals attended more than one open house in a series and also may have responded more than once to a specific questionnaire). Response to newspaper advertisement questionnaires was poor throughout the study, averaging 72 returns per ad and declining to 16 and 18 responses in the last two periods. Householder mail questionnaires averaged 266 responses per time but this was largely due to the high response in June resulting from distribution of a larger number of flyers (over 80,000 total) including help by CACRT in distributing 1000 of these and eliciting response from their own members.

In general, open houses are recognized as an excellent method of providing for a two way exchange of information on a proposed development. They allow an informal exchange of information, do not intimidate a lay public, and allow the public to access information of specific personal interest at their own convenience. The advanced advertising for these open houses was adequate, the locations regionally varied, and most cases the locations plus available parking made most of them easily accessible to the public. Some concern was expressed by public representatives (CACRT) that information presented was too technical, and sales-oriented while questionnaires were felt to lead one to believe the project was already approved. On the other hand, personnel manning the open houses felt that many individuals attended more than one open house in each series, thus somewhat skewing analytical results.

4.2.2 Questionnaires/Brochures/Advertisement Coupons

Exit questionnaires were provided at each of the 13 open houses (5 series). In addition, advertisements for the open houses, placed in area newspapers on 22 October, 21 January 1981, 20, 21, 25, 26, 27, and 28 of May, 1981 and 17 June 1981, included a similar questionnaire in the form of a clip-out coupon. Brochures designed to provide background information on the project, various studies in progress, and public participation program were provided to a number of organizations, public libraries and schools in November

1980. These also included a questionnaire. In addition, 125,000 information brochures and questionnaires were sent by householder mail through neighbourhoods in the study corridor as well as placed in bus pamphlet boxes. Samples of these advertisements, brochures, and questionnaires are provided in Appendix 1. Return results were summarized in the previous section.

A much more detailed questionnaire was utilized in personal and telephone interviews conducted by the Social Impact Study team in September, 1981. Details on this study are provided in a separate report which was not available at the time of writing, but this study is summarized in general terms below (Section 4.2.3).

As of the end of August, 1981 a total of 2214 questionnaires had been returned to the project office. Compared to many single questionnaire public participation surveys this is a good response. However, since this includes five separate questionnaires covering a variety of specific topics from general public information needs, general route selection, criteria for route selection, project concerns, and specific route selection. The response to any one question was much smaller.

Details on analyses of all questionnaire returns were provided in the previous section of this report. In general, the numbers of questionnaires returned during any one survey period did not warrant the detail of analyses and conclusions reported in Reports HW-1-8.5, HW-1-9.8, and HW-1-15.5.

4.2.3 Social Impact Study

The Social Impact Study included three levels of interviews within the study area:

i) A personal 75 minute interview at approximately 105 dwelling units within the direct impact area (i.e. facing the proposed system),

ii) A 30 minute telephone interview at approximately 120 dwellings units in the secondary impact zone,

iii) A 15 minute telephone interview with random sampled residents within the Region.

Although not specifically designed as public participation, this survey should provide data on public opinions and concerns relevant to the project. It is hoped the returns will allow a much more statistacally valid analysis than the earlier questionnaires. The survey is also designed to allow interpretation of whether the lack of public response to participation programs is due to general apathy or due to the information program not stimulating adequate interest to elicit responses.

Detailed results of this study are scheduled for release at the same time as this report and therefore, are not available at the time of writing. However, the controversy which has arisen during this study does emphasize several points relevant to public participation:

i) A central public concern is the objectivity and correctness of information released to the public. This should have been considered more carefully in design of the Social Impact Study. Use of an already controversial information fact sheet was particularly felt to be poor judgement.

ii) Press reports and information releases during the Social Impact Study are both apt to bias the results.

iii) Although the study timing has allowed maximum consideration of information released to the public, the scheduling relative to the study completion and submissions of reports to the Region has allowed little time for consideration of or responses to public issues that will be identified.

iv) The value of this survey, with respect to public involvement, will realize its greatest potential should the Region decide to become proponent of the development and if the identified public concerns are responded to during the future approvals process stages. Such a response will be imperative if the project is to undergo government and public review within the Ontario Environmental Assessment process.

4.2.4 Brochures and Information Releases

A large number and variety of news releases, public information packages, and project information brochures have been distributed (Section 4.1). The information packages reviewed during this study seemed factual and quite comprehensive, and yet the timing, quantity, and quality of information released have all become major public issues. In our brief review of a number of these brochures and information releases, several points were felt pertinent to this problem:

i) Technical Information: The brochures and public information releases were generally highly technical, dealing with the design and theoretical considerations of an ICTS system rather than the issues and responses to these arising from the proposed Hamilton route W. The amount of detailed information in the brochures may have discouraged the less interested public from reading them completely and responding to the questionnaire coupons at the end. A newsletter approach with different Hamilton-specific project study information in each issue would have been more appropriate to the public.

ii) UTDC Releases: The more numerous and best distributed information packages were UTDC promotional and fact sheet material. Although factual in content they primarily related to general system rather than local issues and thus tended to remain the same regardless of the results of Hamilton-specific studies. This led to public questioning the one-sided nature of information, the value of the feasibility studies, and objectivity of project-specific studies. In other words, the public could see little change in the information released resulting from the studies. The newsletter approach would have helped resolve this problem also.

iii) One Sided Information: Information releases come mainly from MCL/UTDC. This, coupled with a general lack of discussion of adverse project impacts or the studies designed to identify these, gave the public the impression that all information was one-sided and sales oriented. If a newsletter approach had included identification of impacts and measures being taken to resolve them, this would have been less one-sided.

4.2.5 Displays

Display material generally included models of specific locations or components of the system, artist renderings of the system in operation at specific locations, maps, and information boards. Fact sheets, route maps, and general UTDC brochures were available at the displays which were manned by an information officer from Metro Canada.

Display materials were permanently on view in the Rapid Transit Project Office window throughout the study. Other information materials were available in the office during working hours. Displays were also set up at Eatons, August 17-22, 1981.

By the end of August, 1981, a total of 3474 persons had visited the project office to request information. Only 44 of these came in August with generally greater numbers in the initial stages of the study. An information office is being opened on 15 October 1981 in the Hamilton Convention Centre to continue public access to reports and other project information.

4.2.6 Information Talks

Formal presentations were given by project staff at a wide variety of school, general public, or interested group meetings. Tours of the Kingston UTDC test track were also organized for public representatives. These are detailed in Section 4.1. These activities are continuing and include talks by technical experts relevant to reports in an effort to help the public review of these reports.

4.2.7 Community Advisory Group on Rapid Transit

The representation and project specific issues related to this citizen's advisory group are detailed in Section 3.0 and many of the recommendations (Section 5.0) relate to methods to improve the value of constructive input from this group as well as the effectiveness of responses to their concerns, recommendations, and questions from the Region.

Some of the general problems related to this Advisory Group include the following:

- the Regional review system has resulted in accessibility of reports to CACRT being delayed. However, it is agreed that technical information must be reviewed to ensure its correctness prior to being made public. A more expeditious review process would have helped.
- the Region was not allowed by CACRT to attend early meetings of CACRT at the advice of the Public Participation Consultant and consequently did not realize the depth of many of the relevant concerns. The presence of the Regional Study Co-ordinator and the Chairman of the Steering Committee at recent CACRT meetings has been most helpful.
- The public participation consultant chaired early meetings and occasionally ran them contrary to CACRT wishes. This was contrary to Social Planning and Research Council recommendations. Beak feels the public participation consultant should be a resource to CACRT and help the public run meetings not dictate how they are run.
- Minutes of early meetings become almost verbatum transcripts and did not follow the formal procedure recommended by Social Planning and Research Council. This resulted in much wasted time and CACRT meetings in checking the word-by-word accuracy of the minutes.

In the last few months of CACRT meetings the CACRT appointed co-chairman to run the meetings, minutes become summaries of key issues, the Region made an effort to respond to each key issue identified, and the Region attended meetings. All of these changes resulted in a much more co-operative interchange of information. The workshop approach to helping the public review project reports was designed within this co-operative atmosphere.

4.2.8 News Media

As documented in Section 4.1 there has been considerable interest in the project by the various local newspapers, magazines, television, and radio stations. A sampling of the more recent newspaper clippings, radio reports, and television programs has indicated several points:

i) The coverage is felt to be relatively complete and of a reasonably high intensity. For example, the Spectator has had significant articles on the proposal at least 3 to 4 times per week over the last couple of months. Media have covered most public information sessions and have been recently invited to CACRT meetings (although after one meeting they declined further invitations).

ii) Media coverage has been relatively unbiased from an overall consideration in that there has been a balance between the pro and anti orientation of the articles. Individual articles do tend to be one-sided, often lacking the objective presentation of alternate view-points which would help allow the undecided public how to respond.

iii) Media coverage has tended to emphasize contraversial issues.

4.2.9 Workshop

In co-operation with the CACRT, a workshop approach was designed to help the public review Rapid Transit Project reports to be released in October 1981, and to make available technical expertise to respond to questions during this review. A tentative date for briefs relevant to this review was set for Council's December 1981 meeting to allow consideration of public opinions prior to voting on project approval. The Region has committed to providing an Information Office, Information Officer, and the logistical and technical expertise support for workshop sessions, but at the time of writing the program has not been finalized. The following presents a tentative schedule of major events.

1 - 15 October

o Region to retain Information Officer and facilities at the Convention

Centre for an Information Office and Workshop Sessions.

o Region to prepare advertising and letters to local public interest groups once the program is finalized.

o CACRT and other interested public groups are to determine numbers and specific interests of members willing to dedicate the time necessary for this review. Workshop sessions are planned in 6 technical areas: Need, Environmental Impacts, Social Impacts, Economic Cost/Benefit, Alternative Selection, and Public Information Process.

15 October

o Reports to be presented to Steering Committee at 1:00 p.m.,38th Floor, 100 Main Street East, Hamilton. Presentation is open to public and a review of the Workshop Program is also planned.

o Provision of public copies of reports. Complete sets to be available at Information Office, Main Library, McMaster University, and other libraries in the project area (to be announced). Copies of major summary documents will also be provided to CACRT members.

o Opening of Information Office.

17 October

Initial Briefing Session and formation of Workshop groups, Convention Centre, 10 a.m.

17 October - 7 November

Review of report by individual public and workshop groups. Co-ordination by workshop groups with access through Information Officer to consultants who prepared reports should technical questions arise.

7 November

Technical Workshop Session, 9:00 a.m. - 6:00 p.m., Convention Centre.

9:00 a.m. - 10:00 a.m. Introductory talks relevant to the Regional review process (how the Region plans to review reports, how public views will be incorporated into this review, and the approvals decision process), the reports, and the workshop sessions to follow.

10:00 - 10:30 a.m. Coffee Break

10:30 - 12:00 noon Technical Summaries on 3 workshop areas (Need, Environment, Social) by technical experts. Plan is for 15 minute presentations and 15 minute general question periods for each. More specific questions will be saved for the later workshop sessions.

12:00 noon Lunch, sandwiches provided

1:00 p.m. Technical summaries on Cost, Alternatives, and Information process in a similar manner to above.

2:30 p.m. Coffee and break up into individual workshop groups to discuss specific technical questions or ideas with technical experts. Region will provide recorders to document all questions and answers which will then be provided in a Newsletter to all participants to allow consideration prior to brief completion.

7 November - 30 November

Continued review by public with Information Office available to respond to questions. Preparation of briefs by those who wish.

1 December

Tentative day for briefs to be presented at Council.

After 1 December

Regional summary of and response to briefs. Regional Council votes. No date set at time of writing.

SECTION 5.0

RECOMMENDATIONS FOR FUTURE PUBLIC PARTICIPATION ACTIVITIES

5.0 Recommendations

The recommendations which follow are presented by Beak Consultants Limited. They do not imply acceptance by the Region, Metro Canada, CACRT, or others involved in the project. As an initial recommendation it is felt that the Region should expedite a public response to these recommendations. This response should explain what the Region is willing to commit to both during the Regional and public review period, and in the event of an approval by the Region during subsequent review and implementation stages.

In addition it must be emphasized that many of the recommendations are alternative methods of resolving the same issue. As such, not all recommendations need to be implemented at the same time. Some of the following, as well as other general recommendations have already been instigated.

5.1 Community Advisory Committee on Rapid Transit (CACRT)

The CACRT provides a reasonable representation of the interested public relevant to this study (some groups, such as COST are represented indirectly through common membership). Therefore, the Region is recommended to make every effort to involve CACRT constructively and respond to their requests for answers and timely information. At the same time members of the CACRT have often been less than constructive in their criticism. Both groups have internal structural problems which have hampered co-operative and constructive participation. Much of the current misunderstanding between the two groups could be resolved if these problems were openly discussed and co-operative attempts made to resolve them. The federal government analyzed conceptual problems related to involving the public in decisions relevant to development and environmental issues (Chevalier and Burns, 1978). One of the major concepts presented in this paper was:

> "one of the best ways of intervening in public affairs is by making changes in institutions of public decision-making. The relevance of the organizational and management sciences is first,

> to uncover the institutional factors which constrain or alter public decision-making, and second, to guide public decision-makers and managers in the re-design of public institutions to better serve their intended purposes. That may mean structural changes, of course. But perhaps even more useful is change in decision-making processes and management techniques which can be introduced without major structural discontinuity."

The following recommendations, as well as those in later subsections, in many cases follow the concept stated in the last sentence above. Recommendations are made for both Regional and CACRT consideration.

i) Region has made a commitment to work with CACRT. It is politically essential that this commitment be maintained until a final decision is made on the project.

ii) If a Regional decision is made to approve construction of the system, a citizens' liaison group (possibly modified from CACRT) is recommended to help monitor construction and ensure public access to the Region if any problems arise.

iii) The Region should respond to all questions or concerns identified by CACRT members in writing. Responses in this report will act as an initial step but if the Council decision is made to approve construction, the Region should ensure any new questions or concerns are quickly responded to.

iv) It is also suggested that an information officer be retained by the Region, in the event of the go decision, and this person should act as an expediter of responses to current questions, a contact for response to on-going public enquiries, and should review CACRT minutes to provide written responses to significant past questions where possible. Such documentation will help the Region ensure that detailed design responds to and where possible mitigates against public concerns as well as providing essentail information for the Ontario Environmental Assessment process. It will also help in formulating responses to issues raised at future public hearings.

v) CACRT should be utilized in the early stages of organization of any future public participation programs. Their co-operation in designing the workshop approach to public review of project reports was most helpful.

vi) CACRT should make every effort to be objective and to understand the logistical red tape which is unavoidable within the Regional Government. The Region should make every effort to explain any problems in information flow so that they can be understood and to generally expedite availability of project information to the public.

vii) CACRT should attempt to be more constructive in their advice and critique passed to the Region.

viii) CACRT members should discuss concerns and issues at meetings and attempt to objectively consider both sides prior to involving the press. The media is primarily interested in selling their product (i.e. newspapers) which can be best done by presenting sensationalistic, one-sided, and often out-of-context information.

ix) CACRT should set up a Steering Committee available to meet with the Region on short-term notice to help review public information program suggestions, news releases, and any major issues which arise outside of the normal CACRT meeting program.

x) Should the study continue, CACRT should adopt a flexible meeting schedule in response to study progress. The CACRT, Steering Committee or chairperson(s) could maintain contact with the Region and call meetings when appropriate.

xi) At the end of CACRT meetings key issues arising should be listed. The Region should respond to these either as an appendix to the minutes or at the next meeting.

xii) Experts from pertinent study areas should be made available to address CACRT meetings when key issues arise. These would include planners, study area project managers, and others as suggested by CACRT.

xiii) CACRT should emphasize major public issues and not become overinvolved in detailed technical issues. If technical issues are essential to the public involvement, the Region should provide the expertise to discuss these in layman terms at CACRT meetings or public talks.

5.2 Review of Project Reports

i) Region should make every effort to expedite availability of reports. At the same time the public must understand that reports require technical review to ensure the data are correct. Incorrect information would be more damaging than none at all.

ii) Sufficient time should be allotted for public review and comments on reports prior to decision making. Council should legislate a defined period for public review and a defined mechanism for consideration of the public response.

iii) Availability and publication dates of reports should be advertised.

iv) Newsletter releases should be made at critical stages to summarize report contents for the general public if the study continues.

v) Recommendations specific to the review of reports to be released on 15 October 1981 and to further public involvement after that time are also made in Sections 5.1 and 5.4. A workshop approach is being designed in co-operation with CACRT at the time of writing (of Section 4.2.9).

5.3 Public Feelings of One-Sided Information

i) CACRT should be used to guage public response to public information releases prior to publication.

ii) Information releases should include data on the impact assessment studies as well as the Regional and Provincial review processes. Emphasis should be made of the mechanisms in these review processes which are designed to safeguard their objectivity.

iii) News releases should be project specific, reporting the results of ongoing studies in Hamilton, not general UTDC information on their

ICTS product.

iv) All technical or study-specific information released relevant to this project should come from the Region.

v) Region should designate one authority to ensure all public information is correct, accurate, relevant, and consistent. Where data released is preliminary this must be explained. A mechanism, such as a project information office, is recommended to facilitate public access to study data and expedite response to public questions.

5.4 Methods to Involve a larger Public

i) Workshop

At the time of writing CACRT, the Region, and Beak are co-operatively organizing a workshop approach to facilitate public review of pre-implementation study reports. Once finalized, the purpose, logistics, timing, and some detail on the reports to be reviewed should be advertised to allow general public involvement (see details in Section 4.2.9).

ii) Should the study continue, the purpose, membership, and activities of CACRT should be publicized and consideration given, with CACRT, of opening membership to other interested groups. At the same time, any groups who are not interested in continued constructive involvement should resign.

iii) An information office should be kept open throughout the study to allow access to public materials. This should be manned by an information officer who is capable of objectively responding to general enquiries and expediting responses to technical questions. CACRT should be consulted in the selection of this person. All visits, questions, and comments from the public should be documented.

iv) If the study proceeds audio-visual programs should be prepared on specific issues or project phases. These should be actively advertised and speakers made available for service clubs and other interest groups in the Region.

v) If the study proceeds, newsletters should be issued at key stages in the progress of the study. These would summarize results of studies, respond to major issues, and inform the public of study progress. Advertisement and other public involvement methods should be utilized to maintain a mailing list of interested public. Newsletters should also be provided to the media, public organizations, and at the information centre.

vi) If the study proceeds the role and membership of CACRT should be reviewed. Invitation should be made in letter form and via the media to other groups in the Region who might be interested. Any expanded membership should be voted on by a quorum of existing CACRT members. In a similar manner, inactive members should be requested to resign.

vii) A sufficient number of reports should be made available for public review at a number of locations throughout the study corridor. These locations should be well advertised in advance.

5.5 Study Objectivity

i) The public should be explicitly informed of the roles played by and relationships between Provincial Governments, UTDC, MCL, Region, and the various sub-consultants in the study. The sources and purposes of any information releases should also be stated.

ii) The Regional and Provincial approvals processes as well as their inherent safeguards for objectivity must be explained. This would include explanation of the mandates, review activities, and effects on the study progress of the Regional Co-ordinator, Technical Committee, Steering Committee, and Council in the initital project approval stage in December as well as future Provincial Government approvals requirements.

iii) Information releases should summarize studies undertaken to identify adverse impacts as well as methods proposed to resolve them.

iv) Information releases should be cleared through the Region and tested on CACRT to ensure their accuracy, objectivity, consistency, and that the public reaction to them is correct prior to general public release.

5.6 The Need for the System

i) The proposed rationale for the system must be concisely identified in a publically understood manner.

ii) The rationale should be explained in terms of present and future planning for the areas involved.

iii) Proposed integration links such as express buses, GO, and potential future expansions should be defined in terms of Regional transportation goals, plans, and the probabilities for these plans to reach fulfillment.

iv) The initial planning process related to corridor selection should be explained including the initial HSR studies, and any changes in planning criteria resulting from downward projections for population growth.

5.7 Costs

i) An explanation and some statement of guarantee involved is required for:

- the subsidy for initial capital costs
- effects on the transportation budget for the Region
- subsidization of future links
- operating cost subsidization
- effect of any cost overruns

5.8 General

i) Explanation should be made of measures taken to resolve any adverse impacts predicted as well as their expected success. This will be an essential component of the Provincial approvals process should the study continue.

ii) Specific concerns presented by public groups should be responded to expeditiously and in writing.

SECTION 6.0

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D. Stone and W. Eedy 1977. Environmental assessment for municipal projects CIVIC. November.

Connors Development Services 1981a. Analysis of Public Comments: Initial Open House

1981b. Analysis of Public Comments and Ranking of Evaluation Factors.

1981c. Analysis of Public Comments on Selected Alignments.

Metro Canada 1981a. Recommended Alignments and Summary Evaluation.

1981b. Rapid Transit Study Route Choices: Summary of Findings

1981c. Summary Evaluation of Rapid Transit Routes and Recommendation of Preferred Route

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P.S. Elder. 1975 Editor Environmental management and public participation. Canadian Environmental Law Association, Toronto.

S. Goodman. 1981 Monitoring techniques for citizen participation. Social planning and Research Council, Hamilton.

Metro Canada 1981d. Public Comments on Route Evaluation Factors

1981e. Analysis of Public Ranking of Selected Alignments

APPENDICES

APPENDIX 1

SAMPLE OPEN HOUSE ADVERTISING AND QUESTIONNAIRES

ENTRANCE PASS

Transit Development Centre

Kingston, Ontario

PRESENT AT GATEHOUSE ON ARRIVAL

AUTHORIZATION

UTDC

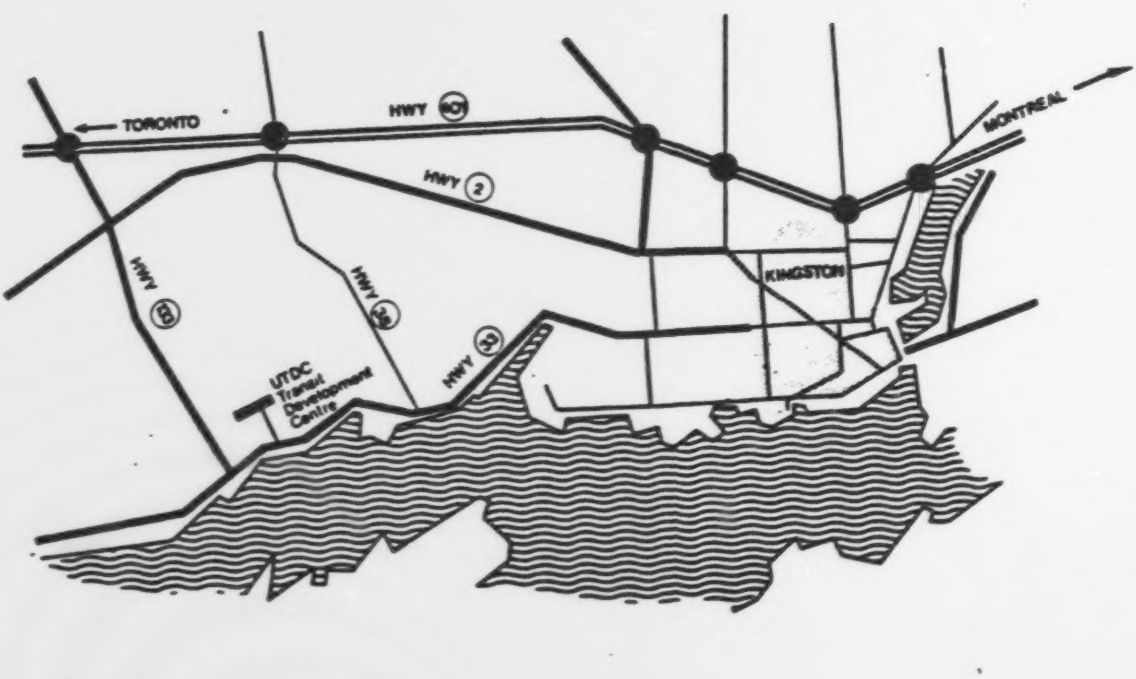
Urban Transportation Development Corporation Ltd.

VALID UNTIL SEPTEMBER 15, 1980

MONDAY THRU FRIDAY : 0900 - 1200 & 1300 - 1600

no. 1094

Location of UTDC Transit Development Centre


TORONTO
HWY 401
HWY 2
HWY 133
HWY 38
HWY 33
UTDC Transit Development Centre
KINGSTON
MONTREAL

HAMILTON/
WENTWORTH

WS RELEASE NEWS RELEASE NEWS RELEAS

January 21, 1981

Contact: Suzanne Boutin
Community Relations
Co-ordinator
523-8215

RAPID TRANSIT ALIGNMENTS UNVEILED

The Regional Municipality of Hamilton-Wentworth and its prime consultant, Metro Canada Limited, will be presenting possible rapid transit alignments linking the downtown and the Mountain at Open Houses (dates January 26, 27, 28). These Open Houses will provide an opportunity to the public to familiarize themselves with alternative alignments and will enable local citizens to ask questions and register their views.

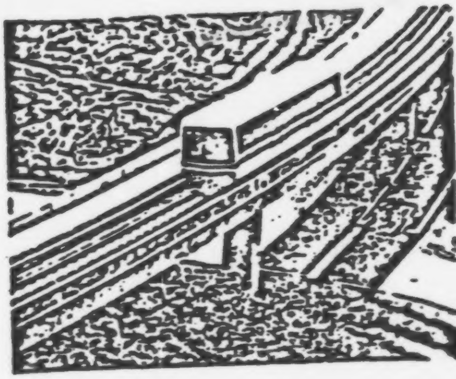
These alignments have been generated as the result of analysis by engineers, environmentalists, planners and a public participation program. Each alignment makes use of different roads on the Mountain, uses different accesses across the Escarpment and follows alternative distribution patterns in the Central Business District.

To assist with the evaluation of each alternative, consultants have outlined factors which they believe are important in selecting preferred alignments. The public is invited to indicate how much consideration should be given to each of these factors, e.g., Quality of Service, Natural Environment, Visual Integration, Cost, etc.

As a result of public responses and further investigation by the consultants, four of these possible alignments will be retained for increasingly detailed analysis. This public review process and consultant investigation process will be repeated at a later date to determine the most feasible alignment.

Where Should the Rapid Transit Line

HAMILTON/
WENTWORTH



metro canada limited

Hamilton-Wentworth Rapid Transit Project Office

t is This Project About?

rpose of this one-year study is to provide the Regional Municipality ilto Ventworth with information on which to base a decision to d w the installation of an intermediate capacity rapid transit OC linking downtown and the central Mountain. With the co-tion of the Federal government and interim funding of $3.5 million Ontario, the Region is directing an examination of a number of id transit routes to arrive at one which it will consider for implement- The gion has appointed Council and staff committees to direct the and s engaged Metro Canada Limited to carry it out. Metro h retained consulting firms to perform specific assignments in ped route planning, structural design, environmental assessment ublic participation.

gnments Under Study

first hase of the pre-implementation study has been completed. ation , environmental, planning and social data have been collected d d.

combined result of these activities has led to the identification of the native alignments shown on the map. Each of them has different antages and disadvantages. The system can be built in stages as you allow. The next step is to evaluate and analyze each alternative.

e rested are invited to examine the detailed maps of possible tions which will be displayed at the upcoming Open Houses. ments and further suggestions about alignments will be welcomed.

d public response and further study, four alignments will be e more detailed investigation; they will be displayed for comment in approximately two months.

Choosing an Alignment

What factors are important in choosing the best alignment for the rapid transit line? Please review the following list and then consider how much importance should be given to each.

Quality of Service: make it as accessible as possible, e.g. convenience of transfer to and from bus system, convenient pedestrian access and reduced travel time.

Traffic Movement: maintain the capacity of the road system, e.g. minimize removal of lanes both during construction and when the system is completed.

Flexibility: ease with which the system can be built in stages.

Natural Environment: have the least effect on the soil stability and vegetation of the area especially on the Escarpment.

Appearance and Views: preserve the existing views to, from, and of the Escarpment.

Visual Integration: ensure that the system is designed to complement the existing streetscape.

Property: have the least loss of land along the alignment and at station locations.

Regional Development: assist the Region to achieve its future land use plans.

Costs: minimize the cost for the rapid transit construction and minimize the cost of operation of the total transit system.

Are there any other factors which you think should be added? If so, write them on the coupon or discuss them with staff at the Open House.

Rock Investigation on the Escarpment

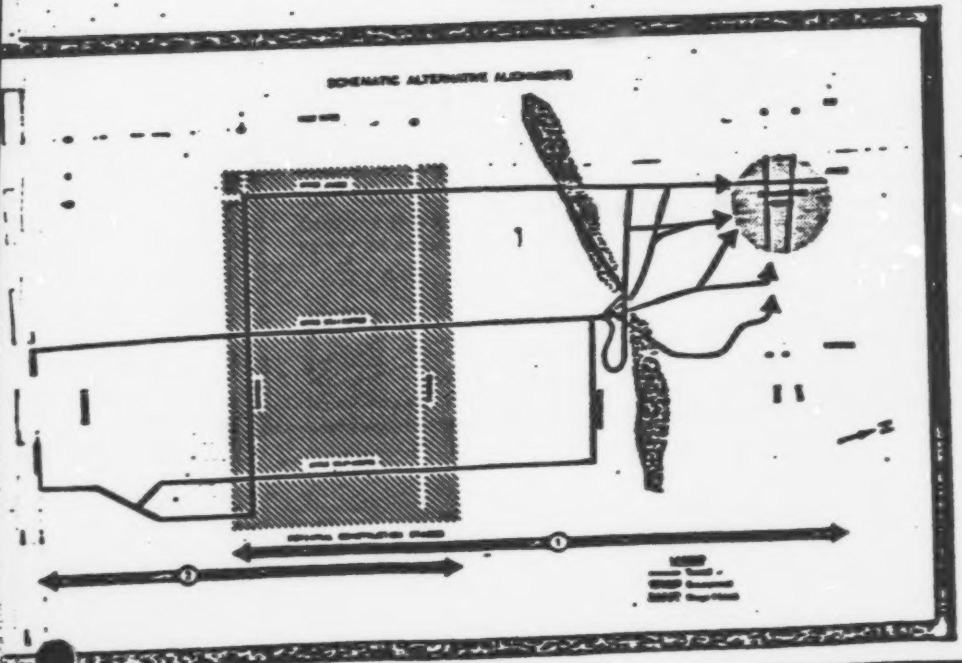
In conducting the pre-implementation study for the Rapid Transit Project, detailed analyses have to be done in order to provide specialists with all necessary technical information required for their tasks. In this instance, a soil survey is needed to identify the movement and depth of the broken rock (talus) at the foot of the escarpment. The survey will generally cover a section of the escarpment extending from James Street to Victoria Avenue. The Trow Group Ltd. of Stoney Creek has been hired to perform this survey. The work consists of drilling bore-holes (3 inch diameter vertical holes) which will be used periodically for insertion of monitoring instruments. To provide desired information, the drilling must be completed before the spring. It is estimated that four weeks should be sufficient to do the drilling. Soil monitoring will be done periodically until the end of June.

How You Can Participate

- Complete and return the attached coupon.
- Visit one of our Open Houses:

Monday, January 26, 1981	Crestwood Vocational School 30 Millwood Place noon - 9 p.m.
Tuesday, January 27, 1981	New Hamilton Public Library 55 York Boulevard noon - 9 p.m.
Wednesday, January 28, 1981	Rapid Transit Project Office 100 Main Street East noon - 9 p.m.

- Phone Mr. Bob Brown (523-2217), our Community Information Representative, if you have further questions or your organization is interested in the project. Feel free to visit the Project Office.
- Watch for media coverage and further publications and Open Houses as the study progresses.



What's Important in Choosing an Alignment

Please review this preliminary list of factors and add any which you feel are missing. How important is each of these factors to you? Please check HIGH, MEDIUM, or LOW. If you have any comments on the factors, feel free to write them in.

Factors to Consider	HI	MED	LOW	COMMENTS
Quality of Service	☐	☐	☐	
Traffic Movement	☐	☐	☐	
Flexibility	☐	☐	☐	
Natural Environment	☐	☐	☐	
Appearance and Views	☐	☐	☐	
Visual Integration	☐	☐	☐	
Property	☐	☐	☐	
Regional Growth	☐	☐	☐	
Cost	☐	☐	☐	
Other	☐	☐	☐	

- In general, how do you feel about this project?

I support it ☐ I am undecided ☐ I am opposed ☐

- Please tell us where you live so we can sort the replies by area.

Name (if you wish) ____________________

Address ____________________

Postal Code __________

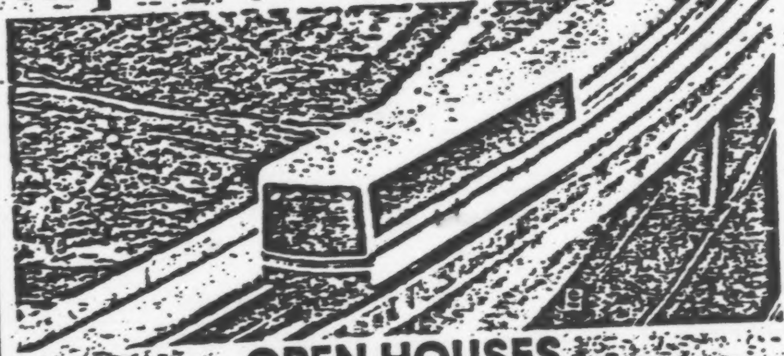
PLEASE MAIL WITHIN A WEEK TO MR. BOB BROWN, COMMUNITY INFORMATION REPRESENTATIVE, HAMILTON-WENTWORTH RAPID TRANSIT PROJECT OFFICE, 100 MAIN STREET EAST, CONCOURSE LEVEL, HAMILTON, ONTARIO L8N 3W4.

◄CUT ON DOTTED LINE

The Spectator, Wednesday, January 21, 1981

Hamilton Mountain News, Wednesday, January 21, 1981

Hamilton-Wentworth Rapid Transit Project



OPEN HOUSES

Crestwood Vocational School
50 Millwood Place
Monday, January 26
12 noon-9 p.m.

New Hamilton Public Library
55 York Boulevard
Tuesday, January 27
12 noon-9 p.m.

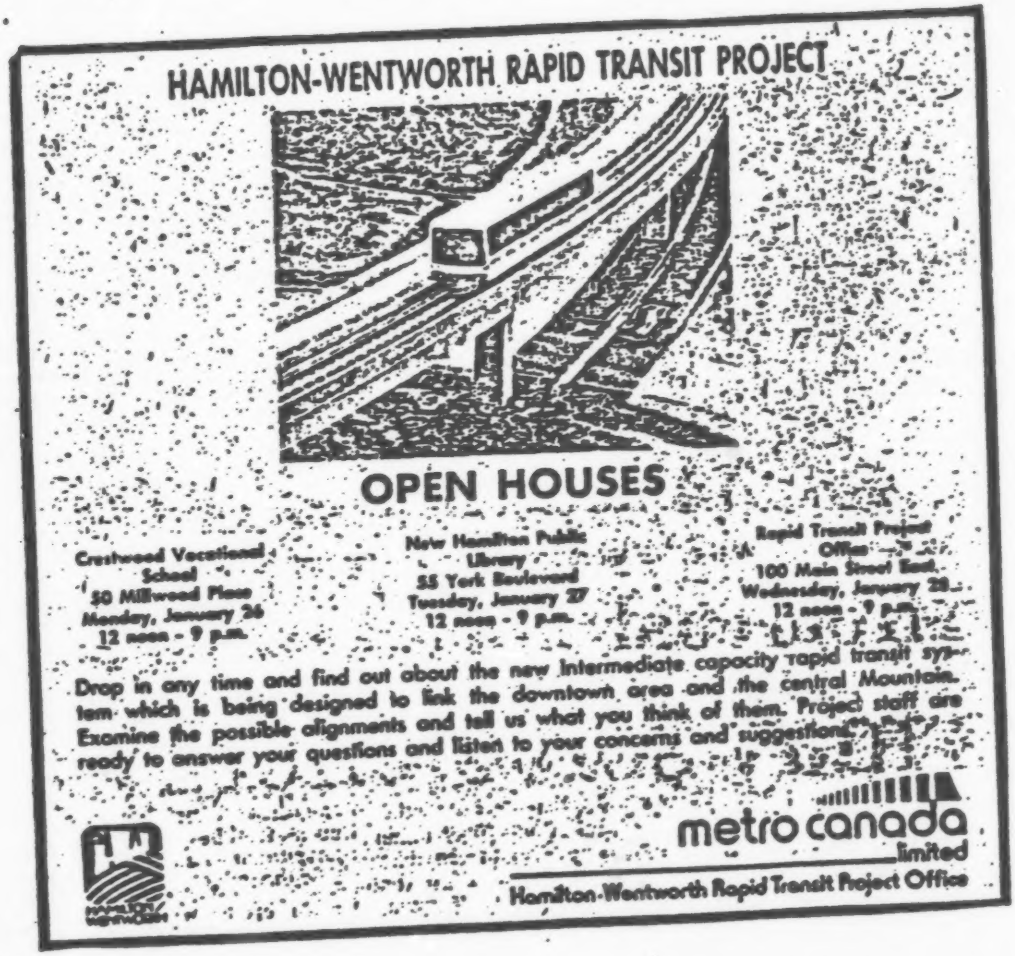
Rapid Transit Project Office
100 Main St. E.
Wednesday, January 28
12 noon-9 p.m.

Drop in any time and find out about the new intermediate capacity rapid transit system which is being designed to link the downtown area and the central Mountain. Examine the possible alignments and tell us what you think of them. Project staff are ready to answer your questions and listen to your concerns and suggestions. FOR FURTHER INFORMATION see the display advertisement in the Hamilton Spectator, Wednesday, January 21, 1981.

HAMILTON WENTWORTH

metro canada
limited

The Spectator, Saturday, January 24, 1981



HAMILTON-WENTWORTH RAPID TRANSIT PROJECT

OPEN HOUSES

Crestwood Vocational School
50 Millwood Place
Monday, January 26
12 noon - 9 p.m.

New Hamilton Public Library
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Rapid Transit Project Office
100 Main Street East,
Wednesday, January 28
12 noon - 9 p.m.

Drop in any time and find out about the new intermediate capacity rapid transit system which is being designed to link the downtown area and the central Mountain. Examine the possible alignments and tell us what you think of them. Project staff are ready to answer your questions and listen to your concerns and suggestions.

HAMILTON WENTWORTH

metro canada limited

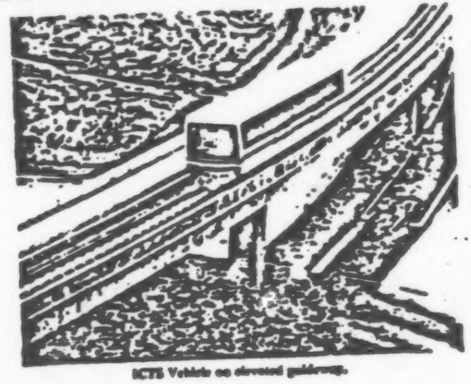
Hamilton-Wentworth Rapid Transit Project Office

FOUR RAPID TRANSIT ALIGNMENTS IDENTIFIED

TELL US WHAT YOU THINK OF THEM

HAMILTON/
WENTWORTH

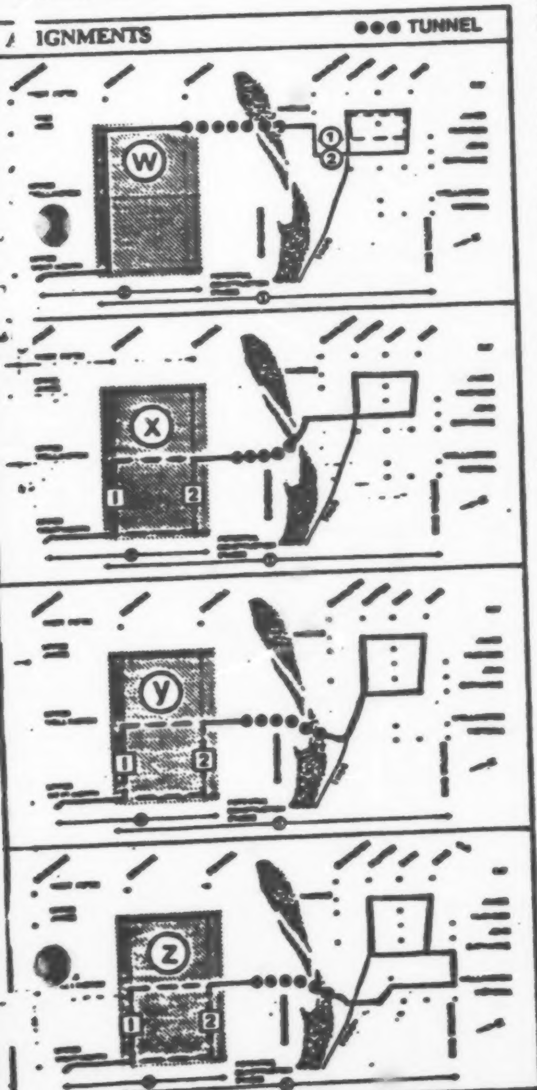
metro canad
limite
Hamilton-Wentworth Rapid Transit Project Offi



ICTS Vehicle on elevated guideway.

What is This Project About?

purpose of this one-year study is to provide the Regional Municipality lamilton-Wentworth with information on which to base a decision to proceed with the installation of an intermediate capacity rapid transit system (ICTS) linking downtown and the central Mountain. With the co-operation of the Federal government and interim funding of $3.5 million a Ontario, the Region is directing an examination of a number of sible transit routes to arrive at one which it will consider for implementa- a. The Region has appointed Council and staff committees to direct the ly and has engaged Metro Canada Limited to carry it out. Metro Canada has retained consulting firms to perform specific assignments in fields such as route planning, structural design, environmental assessment and public participation.



Four Alignments Selected

The many possible alignments published in mid-January have been analysed through further engineering and planning studies. In addition, the comments and suggestions received from newspaper readers, from more than 300 Open House visitors and from other interested groups have been reviewed and used in the evaluation of the alternative alignment segments. As a result of this technical analysis and public response, the four alignments shown on the maps have been recommended by project engineers and planners and approved for further investigation by Regional Council. Alignment W has two options in the downtown area, W1 or W2, Hughson or John. Alignments X, Y, and Z have local options as well - X1 or X2, Y1 or Y2 and Z1 or Z2, all of which relate to the choice of either Upper Wentworth or Fennell and Upper Wellington or Mohawk. These options are shown in the maps.

The advantages and disadvantages of each alternative alignment are now being investigated in more detail. In the meantime, the study team would like to know what you think about each one. If you would like further information and the opportunity to discuss these routes with the study team, attend one of our Open Houses next week. We would really like to know what you like and dislike about each proposed alignment.

When current analysis of each alignment and a review of comments and suggestions have been completed, this additional information will be published and you will be invited to tell us which alignment you think is best and why. This will be done through an advertisement and Open Houses in approximately eight weeks' time.

Public Responses to Evaluation Factors

The study team has examined a number of important factors on which our alignment might rate well in some cases and poorly in others. At the last Open House, the public ranked the evaluation factors in order of importance - quality of service, natural environment, traffic movement, appearance and views, cost, visual integration, property, flexibility and regional growth. Seventy percent of the 300 people who either replied to the newspaper coupon or recorded their views at the Open House supported the project.

Use of a tunnel through the Escarpment was recommended by the study team to reflect the importance given by the public to quality of service, the preservation of the environment and of the views to and from the Escarpment.

The list of evaluation factors has been altered to reflect public response. Regional growth, which has ranked low in importance, has been eliminated. The general appearance of the system is dealt with in the "Visual Integration" factor. Cost has been expanded to include both capital and operating cost. Noise impact, a new factor reflecting citizens' concerns has been added. These evaluation factors listed below will be used in the assessment of the four alignments presented here, in approximately eight weeks' time.

Factors to be Considered

Quality of Service: make it as accessible as possible, e.g. convenience of transfer to and from bus system, convenient pedestrian access and reduced travel time.

Natural Environment: have the least effect on the soil-stability and vegetation of the area especially on the Escarpment.

Traffic Movement: maintain the capacity of the road system e.g. minimize removal of lanes both during construction and when the system is completed.

Capital Cost: cost for the construction of the system.

Operating Cost: ongoing operating and maintenance cost after opening of revenue system.

Visual Integration: ensure that the system is designed to complement the existing streetscape and will be attractive in appearance.

Property: have the least loss of land along the alignment and at station locations.

Flexibility: ease with which the system can be built in two stages.

Noise Impact: maintain existing sound level in each neighbourhood.

How You Can Participate - Come to an Open Ho

Come and find out more about this project and tell us what you th of these alignments by attending one of our Open Houses.

Monday, March 9	Transfiguration Lutheran Ch 222 Fennell Avenue East, (Corner of Fennel East and Upper Wellington) 12 noon - 9 p.m.
Tuesday, March 10	New Hamilton Public Library 55 York Boulevard 12 noon - 9 p.m.
Wednesday, March 11	St. Michael's Separate School 135 Hester Street (West of Upper Wellington, south of Mohawk Road East) 12 noon - 9 p.m.

OR: Visit the Project Office any day (9 a.m. to 5 p.m.) at 100 M Street East, Hamilton.

Other Ways to Participate

- Complete and return the attached coupon.
- Phone Mr. Bob Brown (523-8215), our Community Informa Representative if you have further questions or your organization interested in the project.
- Watch for media coverage and further publications and Open Hou as the study progresses.

Which of These Do You Prefer?

- Please examine each alignment carefully
- Consider the advantages and disadvantages of each
- Decide which alignment and option you prefer
- Complete this coupon and mail it to us soon

I prefer alignment	W	X	Y	Z	(circle o
I prefer option	W1, W2	X1, X2	Y1, Y2	Z1, Z2	(circle o

My reasons are ______

In general, how do you feel about this project?

I support it ☐ I am undecided ☐ I am opposed ☐

Please tell us where you live so we can sort the replies by area.

Name (if you wish) ______

Address ______

Postal Code ______

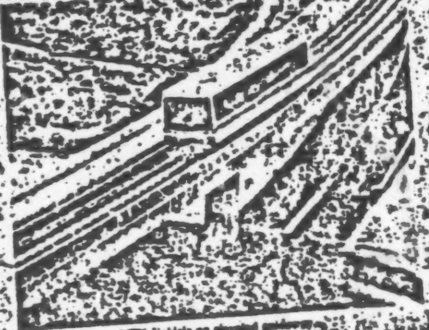
PLEASE MAIL WITHIN A WEEK TO MR. BOB BRO
COMMUNITY INFORMATION REPRESENTATIVE, HAMIL
WENTWORTH RAPID TRANSIT PROJECT OFFICE, 100 M
STREET EAST, CONCOURSE LEVEL, HAMILTON, ONTA
L8N 3W6.

<CUT ON DOTTED LINE

FLYER DELIVERED TO ALL HOUSEHOLDS IN THE CORRIDOR MARCH 4 and 5, 1981

COME TO OUR RAPID TRANSIT OPEN HOUSE!

HAMILTON WENTWORTH



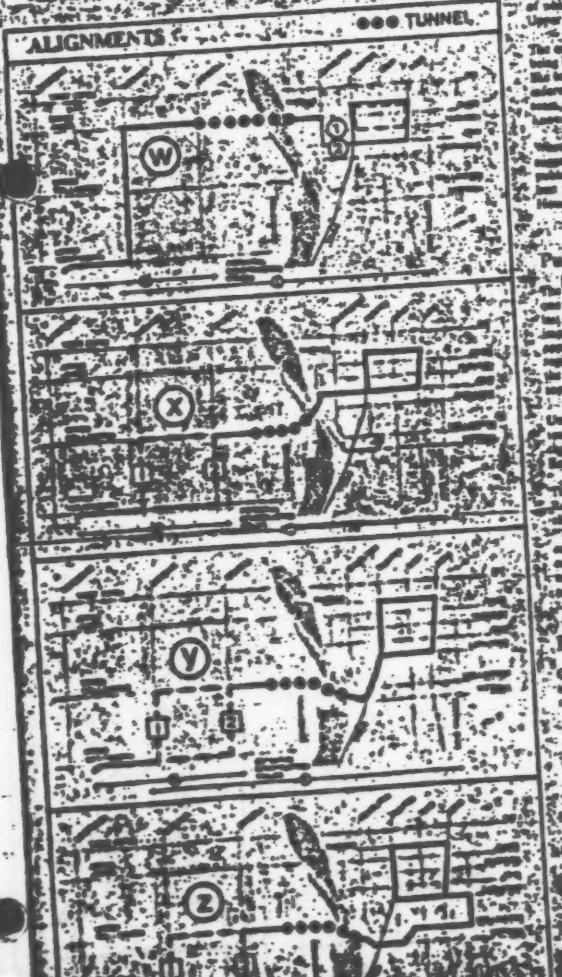
ICTS Vehicle on elevated [illegible]

metro canada limited

Hamilton Wentworth Rapid Transit Project Office

What is This Project About?

The purpose of this [illegible] study is to provide the Regional Municipality of Hamilton-Wentworth with information on which to base a decision [illegible] with the installation of an intermediate capacity rapid transit [illegible] (ICTS) being [illegible] and the general [illegible] funding of 33.5 million [illegible] of the Federal government and [illegible] Ontario, the Region is [illegible] Regional Council and staff [illegible] Metro Canada, Limited [illegible] study and has [illegible] consulting firms to perform specific [illegible] such as [illegible] environmental [illegible] and public participation.



Four Alignments Selected

The [illegible] possible alignments [illegible] have been analysed through further engineering and planning [illegible]. In addition [illegible] the comments and suggestions received from [illegible] more than 300 Open House [illegible] in the evaluation of the alternatives [illegible] Regional Council. Alignment W has two [illegible] further [illegible] X, Y and Z [illegible] X1 or X2, Y1 or Y2 and Z1 or Z2 [illegible] Upper Wellington [illegible]

[illegible]

Public Response to Evaluation Factors

[illegible]

Factors to be Considered

[illegible]

How You Can Participate — Come to an Open House

Come and find out more about this project and tell us what you think of these alignments by attending one of our Open Houses.

Monday, March 9 — Transfiguration Lutheran Church, 232 Fennell Avenue East, Corner of Fennell East and [illegible], noon - 9 p.m.

Tuesday, March 10 — [illegible] Hamilton Public Library, 55 York Boulevard, noon - 9 p.m.

Wednesday, March 11 — [illegible] Michael's Separate School, 135 [illegible] Street (West of Upper Wellington, south of [illegible] Road East), noon - 9 p.m.

[illegible]

OR Visit the Project Office [illegible] Street East, Hamilton.

Other Ways to Participate

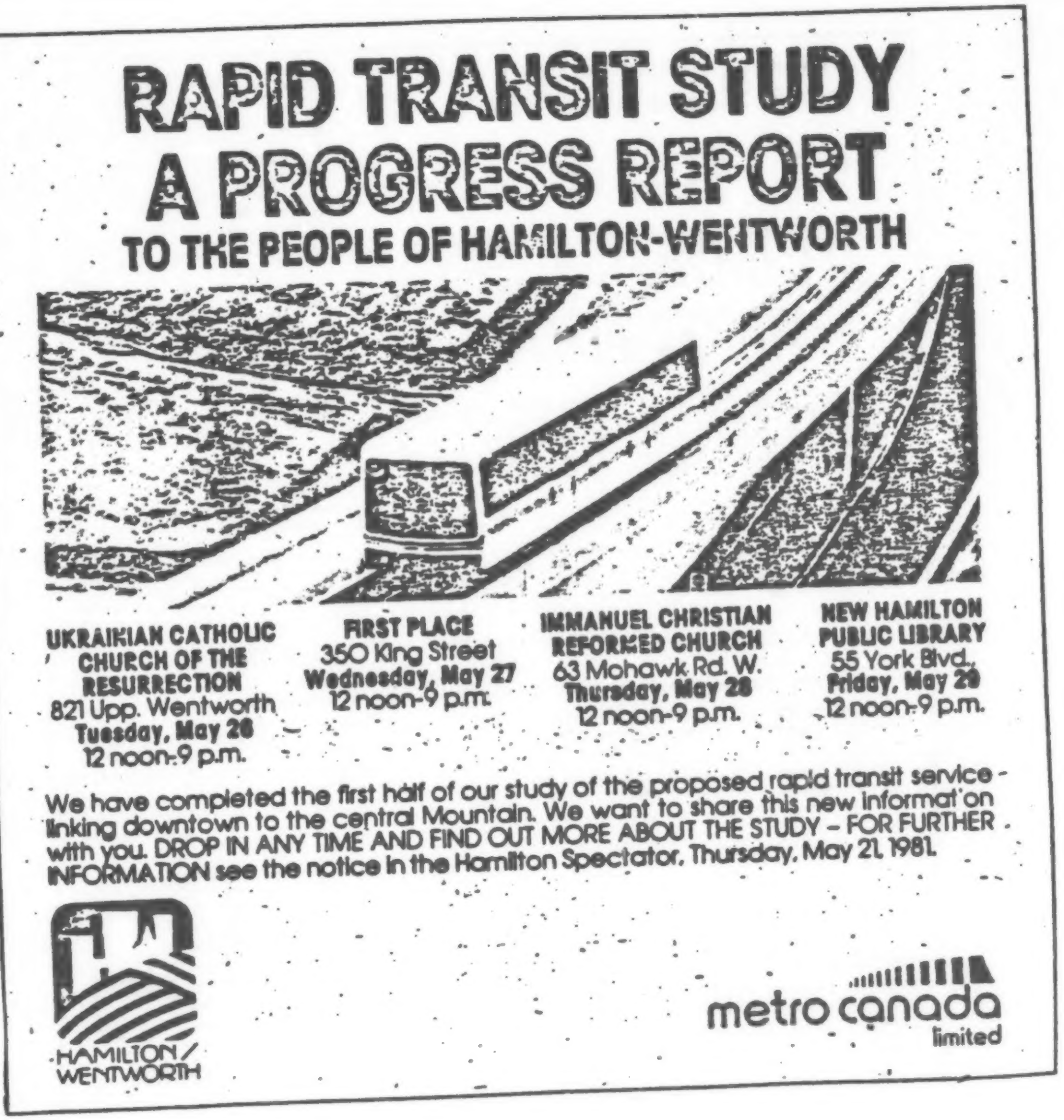
[illegible] Mr. Bob Brown [illegible] Community [illegible] [illegible] Open House [illegible]

Which of These Do You Prefer?

[illegible]

PLEASE MAIL WITHIN A WEEK TO MR. BOB BROWN, COMMUNITY INFORMATION REPRESENTATIVE, HAMILTON-WENTWORTH RAPID TRANSIT PROJECT OFFICE, [illegible] MAI[illegible] STREET EAST, CONCOURSE LEVEL, HAMILTON, ONTARIO [illegible]

CUT ON DOTTED LINE



RAPID TRANSIT STUDY
A PROGRESS REPORT
TO THE PEOPLE OF HAMILTON-WENTWORTH

UKRAINIAN CATHOLIC CHURCH OF THE RESURRECTION
821 Upp. Wentworth
Tuesday, May 26
12 noon-9 p.m.

FIRST PLACE
350 King Street
Wednesday, May 27
12 noon-9 p.m.

IMMANUEL CHRISTIAN REFORMED CHURCH
63 Mohawk Rd. W.
Thursday, May 28
12 noon-9 p.m.

NEW HAMILTON PUBLIC LIBRARY
55 York Blvd.
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We have completed the first half of our study of the proposed rapid transit service linking downtown to the central Mountain. We want to share this new information with you. DROP IN ANY TIME AND FIND OUT MORE ABOUT THE STUDY – FOR FURTHER INFORMATION see the notice in the Hamilton Spectator, Thursday, May 21, 1981.

HAMILTON/
WENTWORTH

metro canada
limited

URBAN DOCUMENTATION CENTRE
RESEARCH UNIT FOR URBAN STUDIES
McMASTER UNIVERSITY
HAMILTON, ONTARIO

Rapid Transit Study: A Progress Report To The People of Hamilton-Wentworth

We have completed the first half of our study of the proposed rapid transit service linking downtown to the central Mountain. We appreciate that many citizens want to have more information about our study and the proposed service and want to have their questions answered.

As our study progresses, more and more relevant information is becoming available. We want to share that information with you as it becomes available.

Come to an Open House

The Regional Municipality of Hamilton-Wentworth and Metro Canada Limited invite all people of Hamilton-Wentworth to attend a series of Open Houses later this month. (See box for times and locations) These Open Houses will provide an opportunity for all-interested people to hear about our study and the proposed transit service, to meet the people working on and responsible for this study, to ask any questions and to become fully-informed about our study process, the proposed service and the Region's decision-making process.

Come to see for yourself scale models of how the rapid transit line could fit into the downtown core and how it could look on a typical major street.

The full study is to be one-year long and to be completed this fall. Since our study is not finished, we don't have answers yet to all possible questions, but we do have important new information to share with you.

We are concerned that the general public have every possible opportunity both to understand the study and proposed service and to have a say in all decisions involved--before a final decision is made by Council whether or not to build this new service.

The Hamilton-Wentworth Rapid Transit study is examing the feasibility of building, running and who should pay for an improved level of public transit service as part of the overall transportation system of this region.

Questions to be Answered

You should attend one or more of these Open Houses because the results of the first half of our study cover a wide range of issues. For example:

-how will this service fit in with HSR buses and GO transit?
-what are the route options?
-what will the stations, tracks and supports look like?
-where could stations, tracks and supports be placed?
-can we depend on it to get up the Mountain in the middle of winter?
-will it be noisy?
-will it save me any travel time?
-will it waste or conserve energy?

The second half of our study will provide specific answers, backed up by comprehensive investigations, to another range of important questions. For example:

-is a rapid transit line affordable?
-how will it affect jobs and economic growth?
-will it prevent traffic congestion?
-would another type of transit service make more sense?

Preparing for a Decision

Before Council can make a final decision about this or any major project affecting so many people, it must consider a lot of questions about costs and benefits, effects on neighbourhoods, environmental impact and community objectives and priorities.

Our study, once it is completed, will provide detailed information about exactly where, how, who and what will be involved in implementing a rapid transit service. It will provide for the first time a clear and complete picture of what Council's final decision means to everybody.

In addition to placing public notices in local newspapers, we are mailing them to 50,000 homes and businesses in the areas closest to the proposed service for the information of the public.

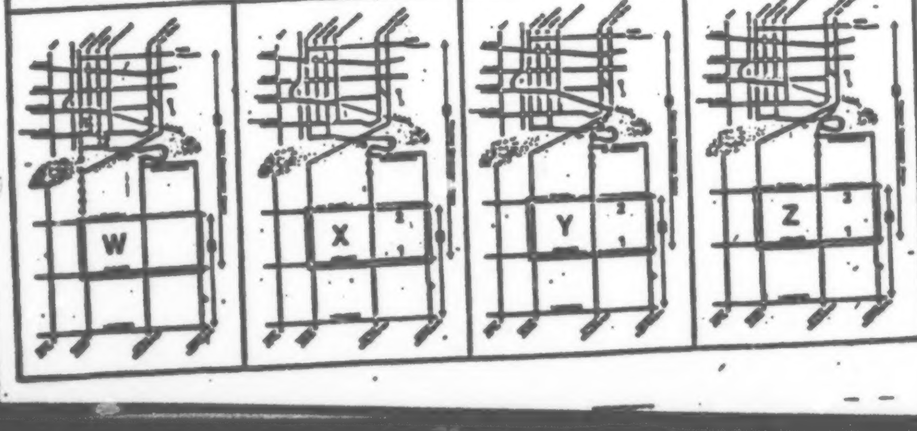
HAMILTON/
WENTWORTH

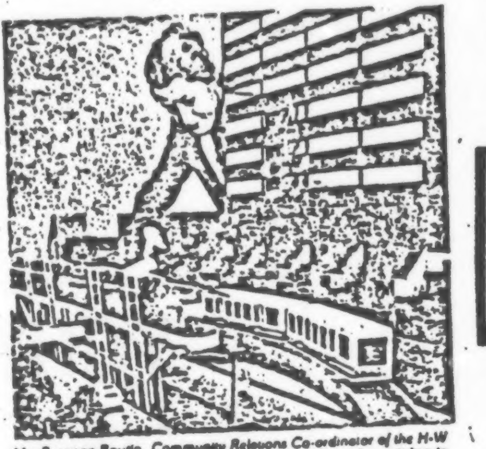
metro canada
Limited
Hamilton-Wentworth Rapid Transit Project Office

ALIGNMENTS

● ● ● TUNNEL

The boxed area shows the part of the corridor where the first stage of the construction may end and the second stage of the route may begin.





Ms. Suzanne Boutin, Community Relations Co-ordinator of the H-W Rapid Transit Project Office, examines model of rapid transit line in downtown core.
Courtesy The Spectator

Participate in this important decision!

Come and find out more about the Rapid Transit study by attending one of our Open Houses:

Tuesday, May 26	Ukrainian Catholic Church of the Resurrection 821 Upper Wentworth 12 noon - 9 p.m.
Wednesday, May 27	First Place 350 King Street East 12 noon - 9 p.m.
Thursday, May 28	Immanuel Christian Reformed Church 63 Mohawk Road West 12 noon - 9 p.m.
Friday, May 29	New Hamilton Public Library 55 York Boulevard 12 noon - 9 p.m.

OR: Visit the Project Office week days (9 a.m. to 5 p.m.) at 100 Main Street East, Concourse Level, Hamilton. Phone 523-8215.

Other Ways to Participate:

Complete and return the attached coupon.

Phone Ms. Suzanne Boutin, our Community Relations Co-Ordinator at 523-8215 if you have any further questions or your organization is interested in the project.

Watch for media coverage plus further publications and Open Houses as the study progresses.

Help Us Serve You Better.

What more information do you want about either our rapid transit study or the proposed transit service? For example:

☐ Need
☐ Route options
☐ Costs
☐ Noise and Vibration
☐ Travel times
☐ Effect on properties
☐ Benefits - economic and social
☐ Transfers to HSR buses and GO transit
☐ Construction stages
☐ New jobs and economic growth
☐ Alternate types of transit
☐ Effect on wildlife and vegetation, especially across the Escarpment
☐ Appearance of stations, tracks and supports
☐ Other ______________________

Will you attend an Open House? Yes☐ No☐
Did you attend a previous Open House? Yes☐ No☐
Name ______________________
Address ______________________
______________________ Postal Code ______________
Telephone: Home ____________ Work ____________

Please mail within a week to Ms. Suzanne Boutin, our Community Relations Co-Ordinator, Hamilton-Wentworth Rapid Transit Project Office, 100 Main Street East, Concourse Level, Hamilton, Ontario L8N 3W4

RAPID TRANSIT STUDY

BE INFORMED!

COME TO AN OPEN HOUSE

Ms. Suzanne Boutin, Community Relations Co-Ordinator of the H-W Rapid Transit Project Office, examines model of rapid transit line in downtown core. Courtesy The Spectator.

Everyone in Hamilton-Wentworth is invited to attend an Open House to receive a personal progress report on the proposed rapid transit service linking the downtown core to the Central Mountain. This proposal is being studied by Metro Canada Limited for the Regional Municipality of Hamilton-Wentworth. We have completed the first half of our study and we want to share all the available information with you. See scale models of how the transit service will look in the downtown core and on a major street.

DROP IN TO AN OPEN HOUSE OR GIVE US A CALL. — 523-8215.

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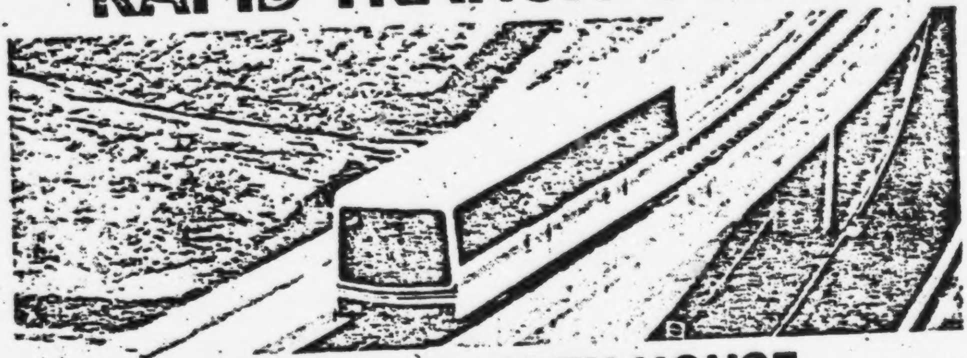
Hamilton-Wentworth Rapid Transit Project Office

Flamborough News,

RAPID TRANSIT STUDY



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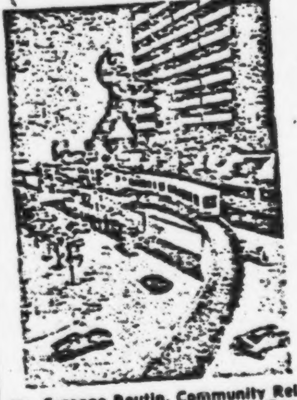
The Spectator, Thursday, May 28, 1981



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HAMILTON-WENTWORTH
RAPID TRANSIT PROJECT

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limited

A PROGRESS REPORT TO THE PEOPLE OF HAMILTON-WENTWORTH

The Regional Municipality of Hamilton-Wentworth is studying a proposed rapid transit service linking the downtown core and the Central Mountain. This study is being conducted by Metro Canada Limited. These pages provide a summary of the information available at the series of Open Houses this month.

WHY CONSIDER RAPID TRANSIT?

Rapid transit is an important public service in many cities. Rapid transit offers an opportunity to stimulate and shape Hamilton-Wentworth's future growth. Rapid transit increases individual mobility and provides important social benefits to people without access to cars. A rapid transit project creates jobs in construction and manufacturing, it stimulates real estate investment and business throughout the region. It also reduces the need for costly and environmentally difficult road improvements.

WHY THE MOUNTAIN CORRIDOR?

The Mountain Corridor has the top priority for rapid transit because it has now and will have in the future the highest transit ridership. A rapid transit service will provide a high-speed, two-way link between Mountain homes and downtown jobs and shopping. It will provide faster service to the industrial area than now possible, and enable high quality GO Transit services to link this region with other municipalities. Development Plans for the future of Hamilton-Wentworth require improved higher capacity between downtown and the Mountain. ICTS Rapid transit is able to go up and down the steep slope of the Mountain, even in the worst winter weather.

WHAT IS THE BEST TRANSIT CHOICE FOR HAMILTON-WENTWORTH?

Our basic choices are:

1. no rapid transit;
2. elevated light rapid transit (ICTS);
3. other surface transit: (streetcars or buses); or
4. underground subways.

the advantages and disadvantages of each option, and the consequences of choosing each transit option are being analyzed by Marshall, Macklin, Monaghan/Hatch Associates. This analysis will be part of the final report due to be finished this fall.

HOW WERE THE FOUR RAPID TRANSIT ALIGNMENTS IDENTIFIED?

These four alignments were selected as the result of the analysis of our Official Plan, the location of centres of activity such as Hamilton Place, and the new Library, avoidance of the Escarpment and other environmentally sensitive areas, and the characteristics of streets, such as their widths, traffic volumes and adjacent land uses.

The four alignments are being evaluated in terms of their transportation benefits, community acceptance and development factors, environment protection, and economic development potential. This evaluation includes questions such as people's access to transit, quality of transit service through the region, visual intrusion, land expropriation and job creation.

WHAT IS THE COMMUNITY ADVISORY COMMITTEE ON RAPID TRANSIT

It is comprised of people of the area who have volunteered their time to help advise Metro Canada Limited about community concerns which could or should influence the rapid transit study. Members of the committee are drawn from a cross-section of organizations in the

June 24 Public Briefs - Presentation to Council

Late June, early July - Councils consideration of prepared Rapid Transit Route

Fall - Council decision whether to proceed with Rapid Transit

If you want more information, please call, write or visit the Hamilton-Wentworth Rapid Transit Project Office, ground floor, 100 Main Street East -- 523-8215. Please ask for Ms. Suzanne Boutin, our Community Relations Co-Ordinator.

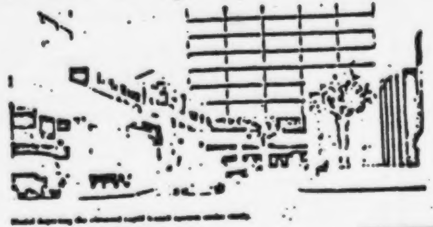
The Spectator, Wednesday, June 17, 1981

Rapid Transit Study: Route Choices

A report examining the four possible routes for the proposed rapid transit service linking Hamilton's downtown core and the Central Mountain is complete.

The Regional Council of Hamilton-Wentworth will be considering this report for several weeks and listening to public opinion before determining a preferred route. Council is holding a special meeting on Wednesday, June 24 to hear briefs from the public about this study and the proposed transit service.

Once Council makes this choice, then the preferred route will become the subject of the final report by the study team to be completed this fall. Council will have the responsibility at that time of deciding whether to go ahead with this project.



Model depicting the [illegible] rapid transit system under study.

HAMILTON/WENTWORTH

metro canada limited

Hamilton-Wentworth Rapid Transit Project Office

Rapid Transit and the Future of Hamilton-Wentworth

Hamilton-Wentworth's ability to compete with other cities for its fair share of industrial and commercial development and to attract private investment will directly affect the Region's ability to improve services to all its communities, to expand the tax base and to help provide new and better jobs.

The new Official Plan sets a strategy target of 580,000 people and 290,000 jobs for the Region in the future. Here is how this relates to the rapid transit service under study.

Industrial Jobs

The Region is planning to invest substantially in a public works program to upgrade and expand water and sewer lines and roads serving 4,000 acres of new industrial land in the next five years.

Commercial Jobs

The Region expects four out of every five new jobs to be created by commercial businesses and institutions. Approximately 37,000 jobs are to be located in the downtown core; this growth will provide a central focus for business and will both need and support a better transit service.

Only a small fraction of the commercial space now zoned in the central business district has been built to date. The principal efforts to stimulate commercial growth downtown are an improved downtown image, a new Regional Business Promotion Committee, the activity regarding the proposed arena and the proposed rapid transit service. The proposed rapid transit service will act as an incentive for substantial private investment downtown.

Residential Services

The building of new homes will take place in the South Mountain, Ancaster and Stoney Creek areas where water and sewer systems already exist. Traffic from these communities to the downtown is expected to double.

Transportation Services

Public transit has been given a high priority in the Official Plan to reduce the emphasis on cars downtown and to provide better transit throughout the Region. A series of studies since 1969 have proposed a rapid transit link between downtown and the Mountain suburbs. Because no more major roads will be built across the central Escarpment to handle increased traffic between the Mountain and the downtown, the Official Plan gives high priority to a medium capacity, rapid transit service to the downtown core.

If the principal purpose of the rapid transit service is to relieve road congestion, it will not be needed until 1990 or later, at the current, relatively low rate of job and population growth in the downtown core and Central Mountain.

Rapid transit can serve other purposes, however. Early implementation means rapid transit can:

- help attract more commercial growth;
- provide a strong transit-oriented development option;
- protect existing public investments in future industrial and commercial growth;
- provide improved transit service earlier to those who want or don't have an alternative to the automobile;
- provide an opportunity for integrated service with GO Transit and the new inter-regional transportation terminal;
- help shape small and large scale developments, redevelopment and renewal patterns; and
- help protect the urban fabric of Hamilton-Wentworth.

Early implementation of the transit service—as a demonstration project for Canadian transit technology before mature travel ridership demands are realized—means more advantageous cost-sharing agreements may be obtained than could otherwise be expected.

Later implementation will have a different cost and subsidy structure and will produce fewer benefits, primarily because the location and direction of development and redevelopment will already have been influenced by existing road/transit patterns.

Since it will take about five years for final design, environmental assessment and construction of the proposed service, early implementation means it would start operating in 1986. Later implementation, when the service would be required to relieve congestion, means it would start operating between 1990 and 1995, a difference of about four to ten years.

In addition to placing public notices in local newspapers, we are mailing them to 30,000 homes and businesses in the areas closest to the proposed service and making them available on HSR buses for the information of the public.

Summary of Findings

This report is a summary of findings about the major characteristics of the four different possible routes. These characteristics are cost, ridership, station locations, travel time, surface transportation, property requirements, construction, visual perspectives, development strategies, natural environment and future extensions.

In addition, the report discusses the context for rapid transit, its relationship to community development patterns and to issues which concern all rapid transit routes. These issues include the following:

- Property—residential property values, expropriation and compensation;
- Economics—tax impact, subsidies, impact on business and job creation;
- Passenger Access—station design, bus connections, parking, kiss 'n' ride, fares and collection, service levels;
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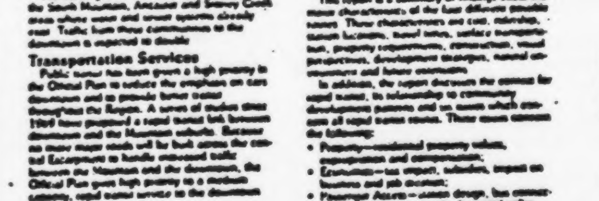
- Natural and Human Environment—noise and vibration, shadows, geology, climate, air quality, archaeology, privacy, historic and architectural preservation and quality of life.

ROUTES ••• TUNNEL

The hatched area shows the part of the corridor where the first stage of the construction may end and the second stage of the route may begin.



Come to An Open House

The Regional Municipality of Hamilton-Wentworth and the prime consultant, Metro Canada Limited, invite all interested persons to attend a series of Open Houses next week (see box for times and places). Come and find out for yourself about the findings of the study of the four possible routes. Then express your opinion on the attached coupon.

The full report, entitled Route Choices – Summary of Findings, is available at the Open Houses and the Hamilton-Wentworth Rapid Transit Project Office, Ground Floor, 100 Main Street East.

The rapid transit study is investigating the feasibility of building and running an improved level of public transit service as part of the overall transportation system of this region. The year-long study is being done by Metro Canada Limited for the Regional Municipality of Hamilton-Wentworth.

Participate in this Important Decision!

Monday, June 22 12 noon–9 p.m.	Ukrainian Catholic Church of the Resurrection 821 Upper Wentworth Street
Tuesday, June 23 12 noon–9 p.m.	Mohawk College 135 Fennell Avenue West, (West 5th Entrance) Main Foyer, adjacent to eastern parking (free parking)
Wednesday, June 24 12 noon–7 p.m.	Hamilton Convention Centre 115 King Street West, (Entrance off Summers Lane)

Other ways to participate:
Complete and return the attached coupon. Phone Ms. Suzanne [illegible], Community Relations Co-ordinator, at 523 8715 if you have any further questions or your organization is interested in the project.
Watch for media coverage plus further publications and Open Houses as the study progresses.

Rapid Transit Study Activities

June 16	Regional Council receives report on major characteristics of 4 possible routes
June 22,23,24	Open Houses for public to be informed about the route choices
June 24	Public briefs to be presented to Regional Council
July 9	Study Team recommends a preferred route
July 21	Regional Council to consider selection of the preferred route
August–November	Final phase of study
December	Final report submitted to Regional Council

Which Route Do You Prefer? My First Choice is:
W ☐ My reasons are: ____________________
X ☐ ____________________
Y ☐ ____________________
Z ☐ ____________________
None ☐ ____________________
My Second Choice is:
W ☐ My reasons are: ____________________
X ☐ ____________________
Y ☐ ____________________
Z ☐ ____________________
Neither ☐ ____________________
Will you attend an Open House? YES ☐ NO ☐
Did you attend a Previous Open House? YES ☐ NO ☐
Have you expressed a route preference before? YES ☐ NO ☐

Dundas Star Journal, Wednesday, June 17, 1981

RAPID TRANSIT STUDY

ROUTE CHOICES BE INFORMED! COME TO AN OPEN HOUSE

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HAMILTON/WENTWORTH

metro canada limited

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Business Reply Mail
No postage stamp
necessary if mailed in
Canada

Ms. Suzanne M. Boutin,
Community Relations Co-Ordinator,
Hamilton-Wentworth Rapid Transit Project,
100 Main Street East, (Concourse Level),
L8N 9Z9

Canada Post
Postes Canada
4344

The Spectator, Wednesday, July 15, 1981 Page [illegible]

RAPID TRANSIT

STEERING COMMITTEE

DATE: Thursday, July 16, 1981

TIME: 1:00 p.m.

PLACE: 38th Floor
Century 21
Committee Rm. A

THE COMMITTEE WILL BE DISCUSSING THE SELECTION OF A PREFERRED TRANSIT ROUTE

APPENDIX 2

LIST OF REPORTS MADE AVAILABLE FOR PUBLIC REVIEW

HAMILTON-WENTWORTH RAPID TRANSIT STUDY: PRE-IMPLEMENTATION STUDIES

i) Rapid Transit Rationale: Interim Report

1980 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	To review and document the basis for determining the corridor, purpose and implementation timing of the Hamilton-Wentworth Rapid Transit System.
Recommendation	For transportation, development, and technological demonstration, implementation of ICTS in the Mountain corridor can be supported. For transportation purposes, deferral of commencement of construction could occur until 1988-1992. However, to spur growth in the community and the promotion of Canadian technology, implementation could proceed immediately.

ii) Goals and Objectives for the Rapid Transit System

1980 - M.M. Dillon Ltd.

Purpose	To prepare a summary of system objectives for the Hamilton-Wentworth Rapid Transit System as the basis for alignment and system evaluation.
Recommendation	No Recommendation

iii) Evaluation Framework and Preliminary Criteria

1980 - M.M. Dillon Ltd.

Purpose	To prepare a report on the evaluation framework and preliminary criteria to be used in the initial and future evaluation of route alignment alternatives.
Recommendation	No Recommendation

iv) Existing Corridor Natural Environment

1980 - Marshall, Macklin, Monaghan/Hatch Assoc.

Purpose	To prepare a description of the natural environmental conditions in the ICTS Study Corridor.
Recommendation	No Recommendation

v) Generation of Feasible Alignments: Planning

1980 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	From a review of the transportation and planning components of the Regional Municipality of Hamilton-Wentworth, in conjunction with the Engineering Team, twelve alternative alignments were to be identified for the rapid transit facility with the elimination from further consideration of any alignments that are not feasible, viable or practical.
Recommendation	Thirteen potential alignments were identified linking the Mountain to the Downtown core. For each of these thirteen alignments, a number of permutations and combinations existed, greatly expanding the total number of rapid transit routes.

vi) Generation of Feasible Alignments: Engineering

1980 - Cole Sherman and Associates Ltd.

Purpose	From a review of geological, structural and utility data, in conjunction with the Planning Team, twelve alternative alignments for the rapid transit facility were to be identified with the elimination from further consideration of any alignments that are not feasible, viable or practical.
Recommendation	Thirteen potential alignments were identified linking the Mountain to the Downtown core. For each of these thirteen alignments, a number of permutation and combinations existed, greatly expanding the total number of rapid transit routes.

vii) Analysis of Public Comments: Initial Open House

1980 - Connors Development Services

Purpose	To analyze the publics initial reaction to the concept of elevated rapid transit for Hamilton-Wentworth, following a coupon survey and Open House in October 1980.
Recommendation	No Recommendation

viii) Evaluation Methods and Criteria for Shortlisting Alignments

1981 - M.M. Dillon Ltd.

Purpose	To confirm the evaluation method and criteria for use in shortlisting the alignment segment alternatives to four distinct rapid transit routes.
Recommendation	No Recommendation

ix) Alignment Segment Analysis and Evaluation: Working Papers of Planning Team

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	To analyze the transportation and planning components of each segment of the feasible alignments, and to provide the results of this analysis to the evaluation team for the purpose of synthesizing the analysis for use by UTDC in selecting a recommended shortlist of the most promising alignment alternatives.
Recommendation	The preferred segments were recommended for consideration by the Evaluation Team.

x) Description of the Natural Environment Along the Route Alignment Alternatives

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	The analyze the biophysical impacts of constructing ICTS on each segment of feasible alignments and to provide the results of this analysis to the evaluation team for

the purpose of synthesizing the analysis for use by UTDC in selecting a recommended shortlist of the most promising alignment alternatives.

Recommendation	Relative impacts were identified for each segment.

xi) Alignment Segment Analysis and Evaluation: Working Papers of Engineering Team

1981 - Cole Sherman & Associates Ltd.

Purpose	To analyze the engineering aspects of each segment of feasible alignments, and to provide the results of this analysis to the evaluation team for the purpose of synthesizing the analysis for use by UTDC in selecting a recommended shortlist of the most promising alignment alternatives.
Recommendation	The preferred segments were recommended for consideration by the Evaluation Team.

xii) Analysis of Public Comments and Ranking of Evaluation Factors

1981 - Connors Development Services

Purpose	To assist the Evaluation Team, the analysis of Open Houses held in January 1981 were documented on the public's response to the evaluation criteria, route preferences, and overall project support.
Recommendation	The public's response stressed good service, preservation of the escarpment, and impact on traffic movement.

xiii) Recommended Alignments and Summary Evaluation

1981 - Metro Canada Ltd.

Purpose	To document the comparison of alternative alignment segments and recommend four rapid transit routes.
Recommendation	Following an intensive and extensive evaluation process, Routes W,X,Y, and Z with a number of sub-options, were recommended for further detailed analysis and evaluation.

xiv) Evaluation Methods and Criteria for Recommended Alignment Selection

1981 - M.M. Dillon Ltd.

Purpose	To prepare a document on the evaluation method and criteria for use in selecting a recommended alignment from the short-list of four alternatives, including the sub-options.
Recommendation	No Recommendation

xv) Analysis of Public Comments on Selected Alignments

1981 - Connors Development Services

Purpose	To document the analysis of the public's comments on the Selected Alignments from coupon circulation and Open House comments during March of 1981.
Recommendation	The public's preference was for Route "W".

xvi) Ambient Noise Survey: Environmental Team

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	The report describes three distinct aspects of the environment into which the noise from the system is to be introduced. These are the human response to noise, the legal framework of the process whereby the impact of noise on the community will be assessed and description of a measurement programme undertaken to characterize the acoustical environment in those areas most likely to be affected by noise from the system.
Recommendation	Only observations and measurements were taken.

xvii) Detailing of Shortlisted Alternatives: Planning

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	To analyze in greater detail the transportation and planning components of the four shortlisted alternative alignments and provide the results of this analysis to the evaluation team for the purpose of synthesizing the analysis for use by UTDC in selecting a recommended alignment.
Recommendation	No Recommendation

Volume I - Technical Document
Volume II - Alignment Plans and Transportation Plans
Volume III - Land Use Plans, Urban Design Plans
Volume IV - H.S.R. Bus Survey and DATA Analysis
Volume V - Sub-option Analysis

xviii) Detailing of Shortlisted Alternatives: Engineering

1981 - Cole Sherman and Associates Ltd.

Purpose	To analyze in greater detail the engineering component of the four shortlisted alternative alignments and provide the results of this analysis to the evaluation team for purpose of synthesizing the analysis for use by UTDC in selecting a recommended alignment.
Recommendation	No Recommendation

xix) Description of the Impacts on the National Environment along Alignments W,X,Y,Z

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	To analyze in greater detail, the potential changes to the natural environment for each of the set of four shortlisted alternative alignments and to provide the results of this analysis to the evaluation team for the purpose of synthesizing the analysis for use by UTDC in selecting a recommended alignment.
Recommendation	No Recommendation

xx) Rapid Transit Study
Route Choices: Summary of Findings

1981 - Metro Canada Ltd.

Purpose	To provide a summary document of the engineering, planning and environmental analysis of the four shortlisted alignments.
Recommendation	No Recommendation

xxi) Hamilton Street Railway Transit Survey

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose	To document the study procedure and analysis of the Origin-Destination Transit Survey undertaken on HSR Mountain bus routes in December of 1981.
Recommendation	No Recommendation

xxii) Analysis of Public Ranking of Selected Alignments

1981 - Metro Canada Ltd.

Purpose	To document the public's preference toward the selected alignments following their review of the "Summary of Findings" report and information
Recommendation	The public preference was for Route "W".

xxiii) Summary Evaluation of Rapid Transit Routes and Recommendation of Preferred Route

1981 - Metro Canada Ltd.

Purpose	To document the comparison of the four alignments to select a preferred alignment.
Recommendation	Route "W" was recommended as the preferred route for rapid transit.

xxiv) Steel Alternative Guideway Study

1981 - Cole Sherman and Associates Ltd.
ABAM
Metro Canada Ltd.

Purpose	To investigate the feasibility of utilizing a composite steel guideway system, rather than a concrete guideway system, for the rapid transit system.
Recommendation	Steel is a viable and competitive material for the guideway system and should be considered in future tender bids.

xxv) Preliminary System Description of Recommended Alignment

1981 - Marshall, Macklin, Monaghan/Hatch Associates
Cole Sherman & Associates Ltd.

Purpose	To prepare a preliminary functional plan in sufficient detail that a preliminary implementation plan can be specified,that capital and operating costs can be accurately estimated, that detailed design can follow and with a complete description of the integration with the urban and natural environment.
Recommendation	

xxvi) Comparison of Alternative Modes

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose To demonstrate the ability of the ICTS technology to comply with the Hamilton-Wentworth Rapid Transit System requirements and to compare the performance characteristics of ICTS with those of other proven and available transit modes.

Recommendation

xxvii) **Noise and Vibration Impact Study along Recommended Route**

1981 - Wilson Ihrig Incorporated

Purpose To analyze the existing noise and vibration levels along the recommended route to assess the impact once the rapid transit system has been constructed with suggested mitigative measures where required.

Recommendation

xxviii) **Social Impact Study**

1981 - Marketing Decision Research

Purpose To assess the social impact of the implementation of rapid transit upon the Region and, specifically, along the selected route corridor.

Recommendation

xxix) **Financial Impact Study**

1981 - IBI Group

Purpose To assess the financial impact upon the Region of implementing rapid transit.

Recommendation

xxx) Summary of Public Participation Program

1981 - Beak Consultants

Purpose To assess the public participation program and summarize the findings.

Recommendation

xxxi) Draft Environmental Assessment Report

1981 - Marshall, Macklin, Monaghan/Hatch Associates

Purpose To prepare a draft application suitable for submission by the Regional Municipality of Hamilton-Wentworth to the Ministry of the Environment.

Recommendation

POOR

QUALITY

ORIGINAL